



# Service Bulletin

Bulletin No.: 18-NA-338

Date: March, 2019

## TECHNICAL

**Subject: Rear Infotainment Performance Issues**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2019				
Chevrolet	Equinox	2018					
	Silverado 1500 (New Model)	2019					
	Traverse	2018					
GMC	Acadia	2019					
	Sierra 1500 (New Model)	2019					
	Terrain	2018					

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	SR2, SR3
<b>Condition</b>	<p>Some customers may comment on one or more of the following concerns:</p> <ul style="list-style-type: none"> <li>• Difficulty with Bluetooth connectivity</li> <li>• Poor Bluetooth audio quality</li> <li>• Unintentional system resets</li> <li>• Poor performance using multiple features</li> <li>• Other general customer comments on Rear Infotainment performance</li> </ul>
<b>Cause</b>	This condition may be caused by GUI software version ver1p7p19.
<b>Correction</b>	If vehicle exhibits this condition, install New software release version known as GUI version ver1p8p7.

## Service Procedure

**Important:** Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the EL-49642 SPS Programming Support Tool (GM Dealer Equipment Item #PSC-550) to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

There is more than one system, so identifying the proper system needing an update is the first preliminary step:



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- The software update only supports one type of Rear Seat Entertainment accessory system as shown above.



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- The Rear Seat Entertainment system shown above, cannot be updated with the software version indicated in this bulletin.

The second preliminary step is to confirm the software GUI version on your Rear Seat Entertainment system is older and needing to be updated.

From the main menu, validate the software version by selecting:

1. Settings
2. Advanced
3. Update

Updates are available for GUI version ver1p7p19 only:

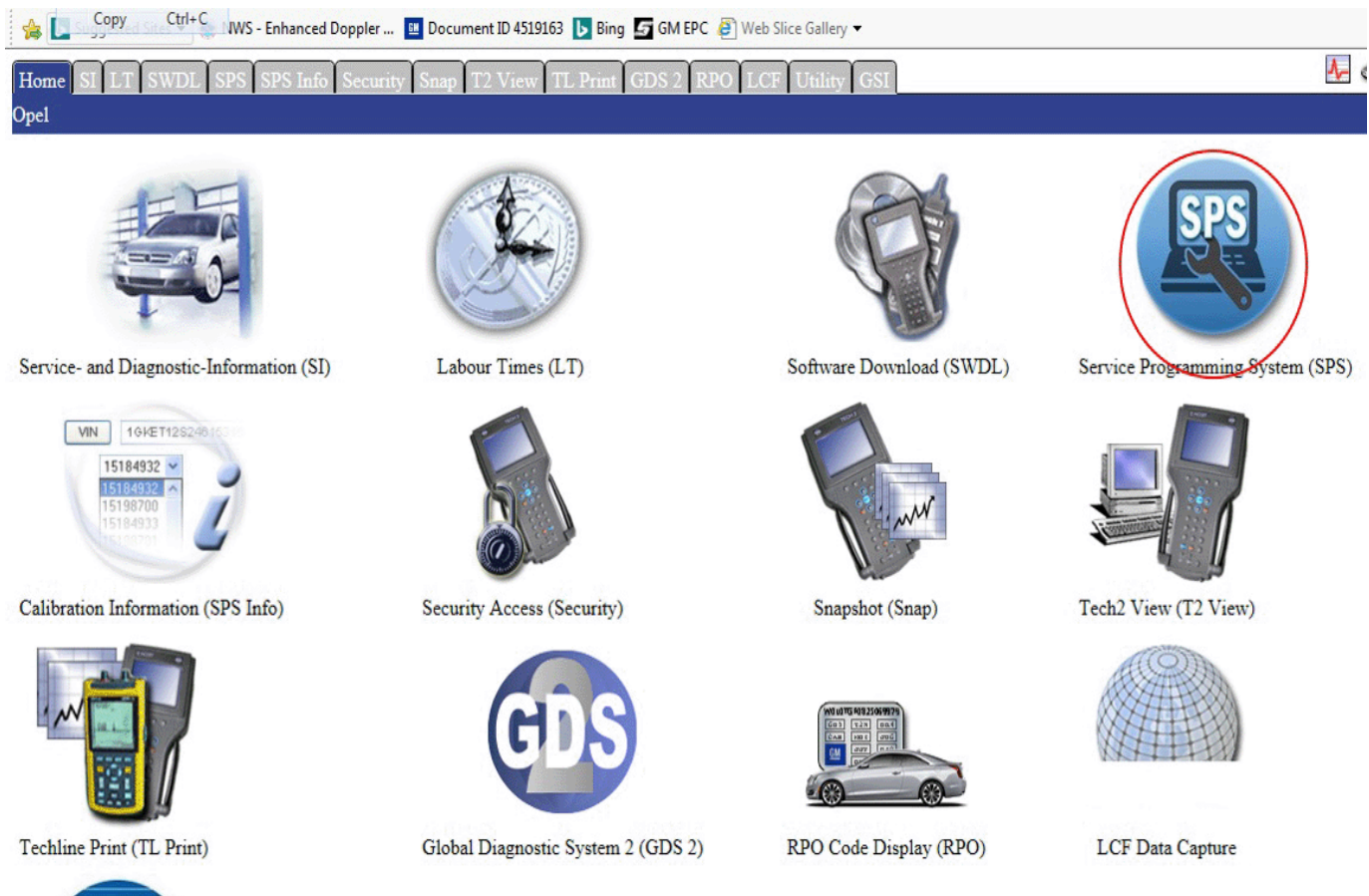
- If you have any other version, no further update is available.
- If you have the version mentioned, continue with procedure.

Downloading File from Global Connect



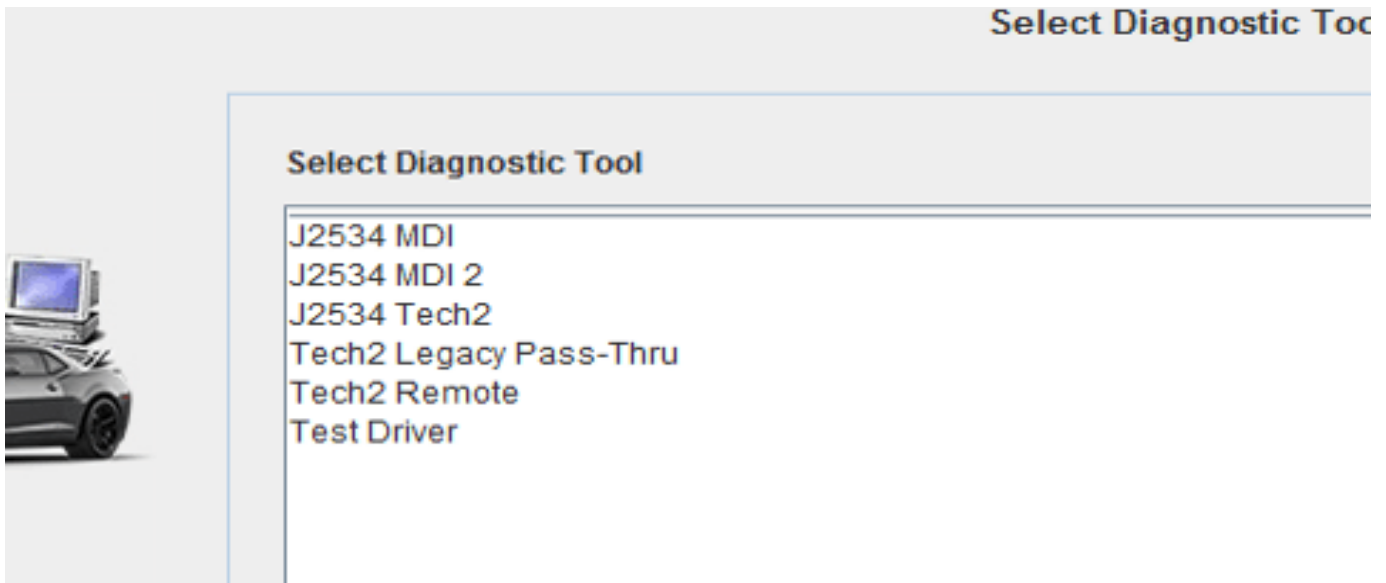
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1. From Global Connect, select TIS2WEB.



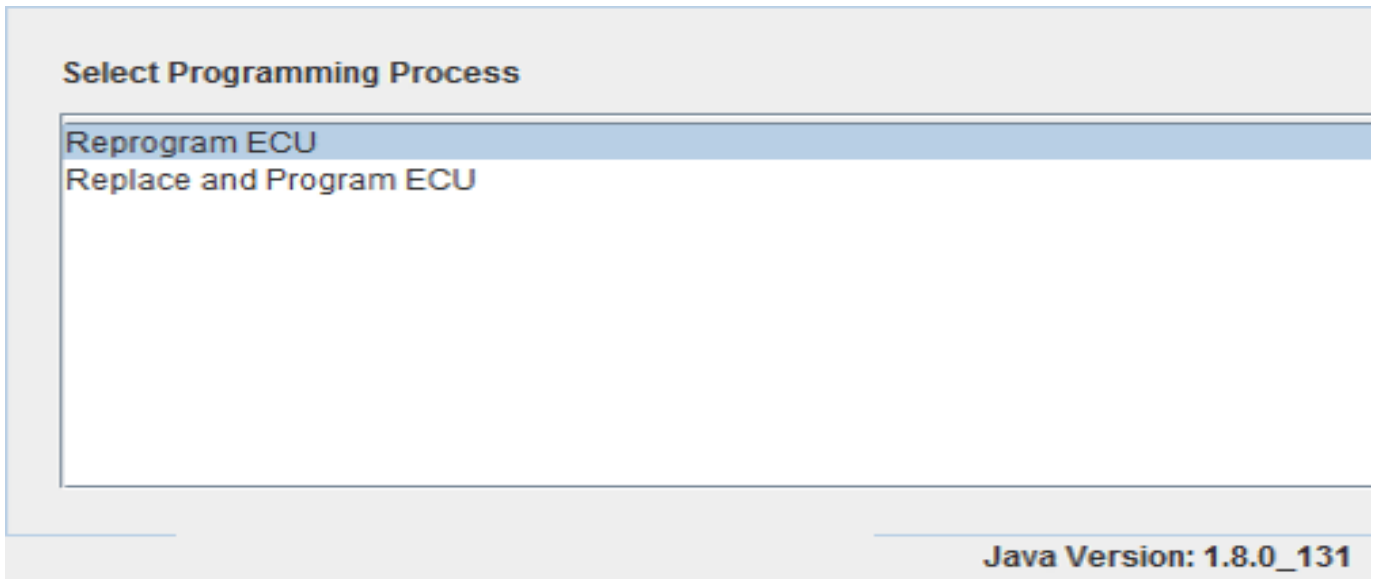
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2. Select SPS.



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3. Select diagnostic tool.



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4. Select to reprogram the ECU.

**Validate/Select Vehicle Data**

<b>Salesmake</b>	Chevrolet
<b>Model Year</b>	2019
<b>Vehicle Type</b>	LD Trk, MPV, Incomplete
<b>Car Line</b>	Traverse

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- 5. Select the Vehicle Build then Next.
  - ⇒ VIN should populate.
  - ⇒ If the VIN does not populate, manually enter the VIN.

**Select Controller**

K33	HVAC Control Module
Z1	Immobilizer Learn
K36	Inflatable Restraint Sensing and Diagnostic Module
P16	Instrument Cluster
K84	Keyless Entry Control Module
K39	Liftgate Control Module
<b>A33</b>	<b>Media Disc Player</b>
K182	Parking Assist Control Module
K43	Power Steering Control Module
B233B	Radar Sensor Module - Long Range
A11	Radio

**Select Function / Sequence**

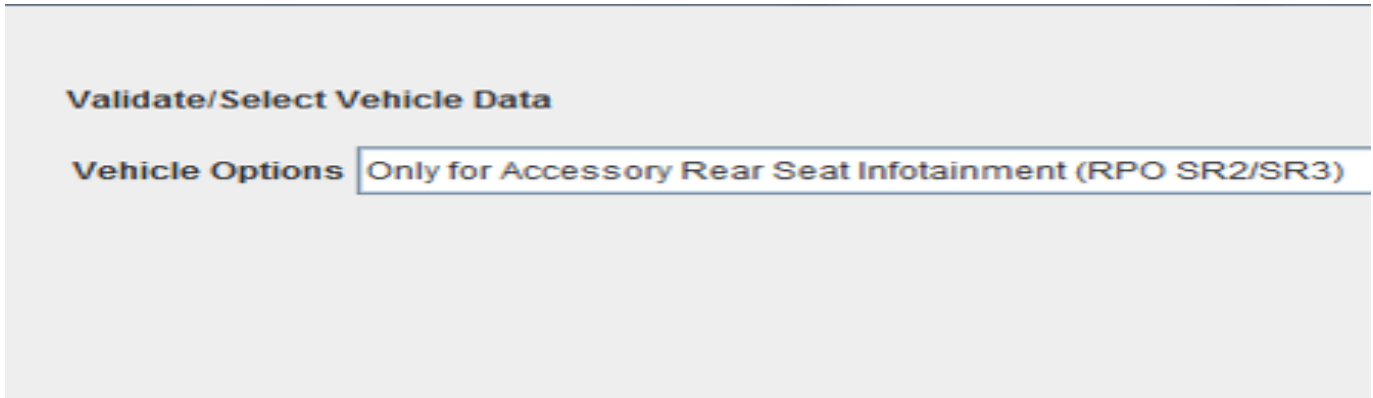
USB File Transfer

**Select Programming Type**

USB Copy  
USB Copy by VCI

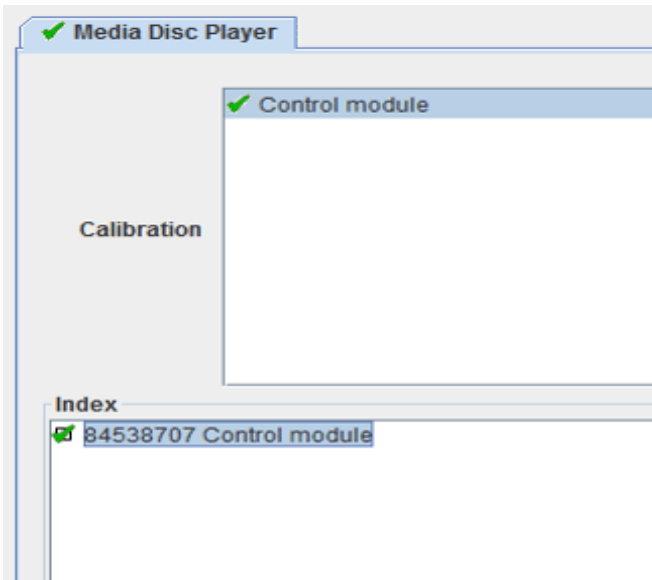
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- 6. Select the A33 Media Disc Player for update.
  - 6.1. Select USB Transfer.
  - 6.2. Select USB Copy.



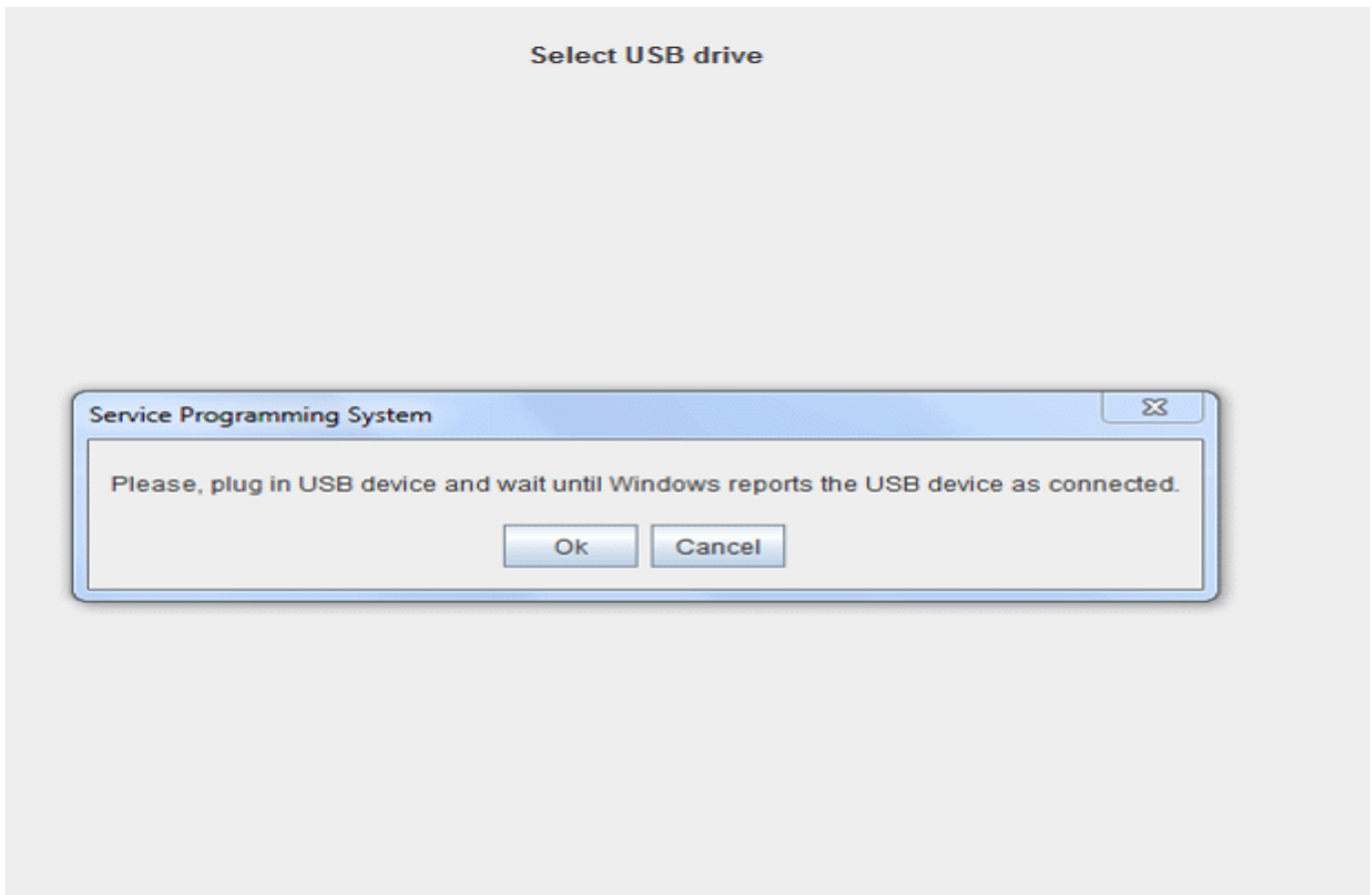
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- 7. Validate under Vehicle Options, the calibration is only for the Accessory RSI (RPO SR2/SR3).



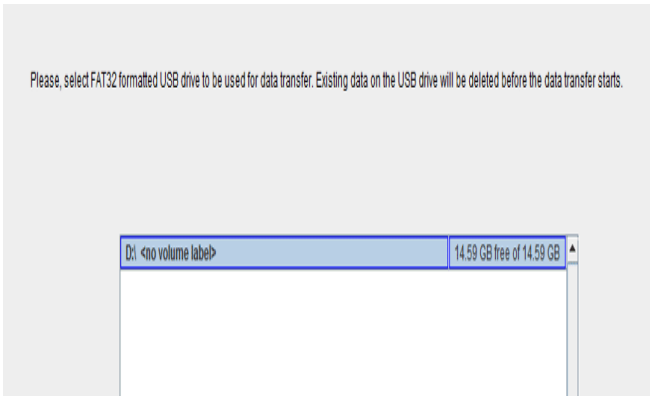
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- 8. Under Media Disc Player, validate the Control module is selected under Calibration and 84538707 Control Module is selected under Index.



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- 9. Verify the USB stick is installed and select OK.
- 10. Follow directions on the screen:



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- ⇒ Tis2Web will validate USB is connected.
- ⇒ Existing USB files will be deleted when update is installed to USB stick.

Summary

Media Disc Player

Controller	Id	Current #	Selected #	Description
A33	238	Unknown	84538707	Operating system

Vehicle Data

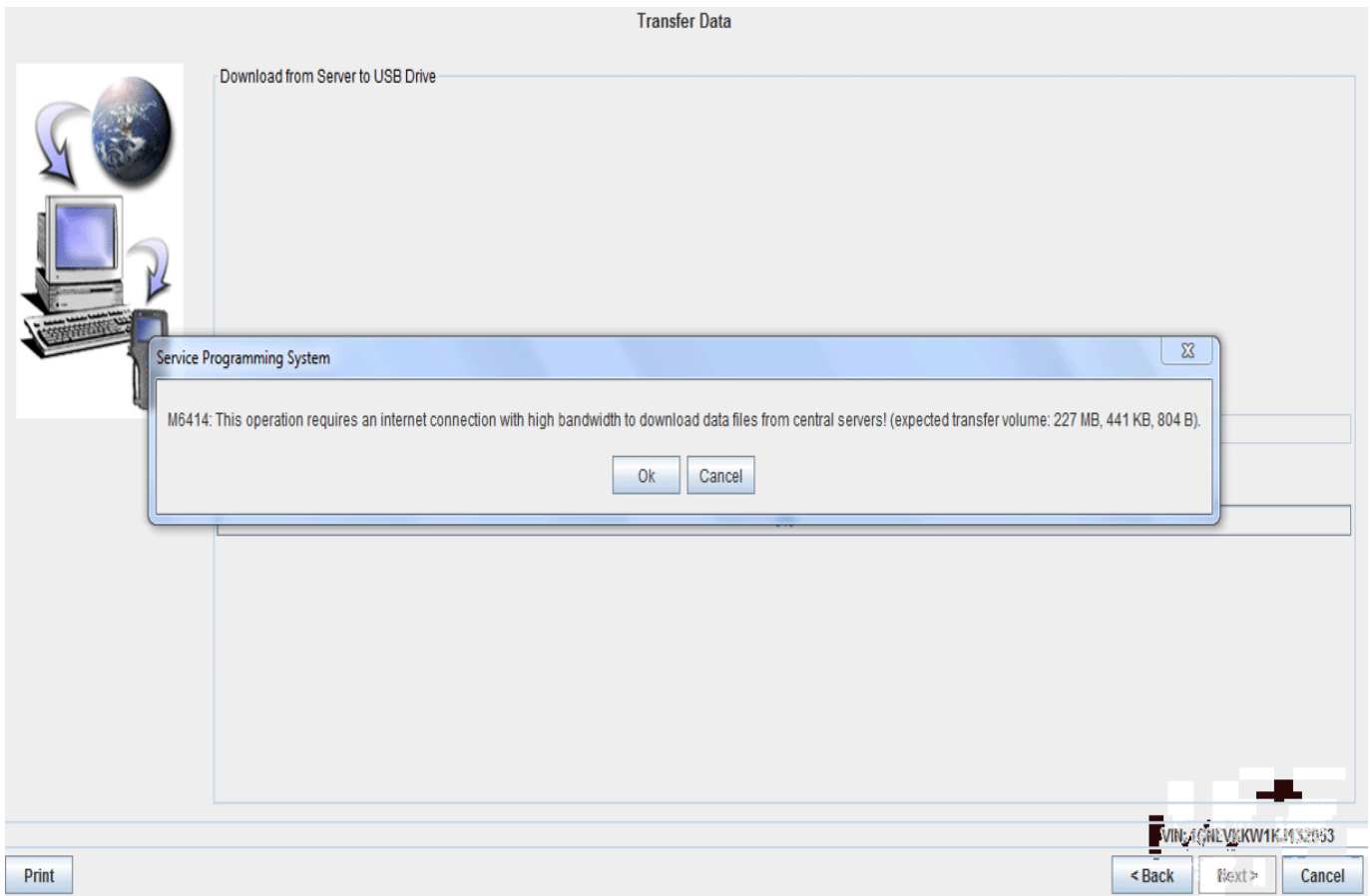
Attribute	Value
Vehicle Options	Only for Accessory Rear Seat Infotainment (RPO SR2/SR3)

VIN: 1GNEVKKW1KJ132953

Print < Back Next > Cancel

11. Select Next.






12. Select OK.



J2534 Pass Thru: Final Instructions



**Action Complete**  
Media Disc Player - USB File Transfer (A32)  
2018-12-10 15:31:33 -05:00

**Warranty Claim Code: 8015004162**  
Record this code on the warranty repair order.

**Important Notes/Remarks:**  
**The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim.**  
**Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page.**  
Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

**Mandatory Controller Specific Instructions (to be respected):**

M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

VIN: 1GNEVKKW1KJ132953

Print      Clear DTCs      Proceed with same VIN      New      Cancel

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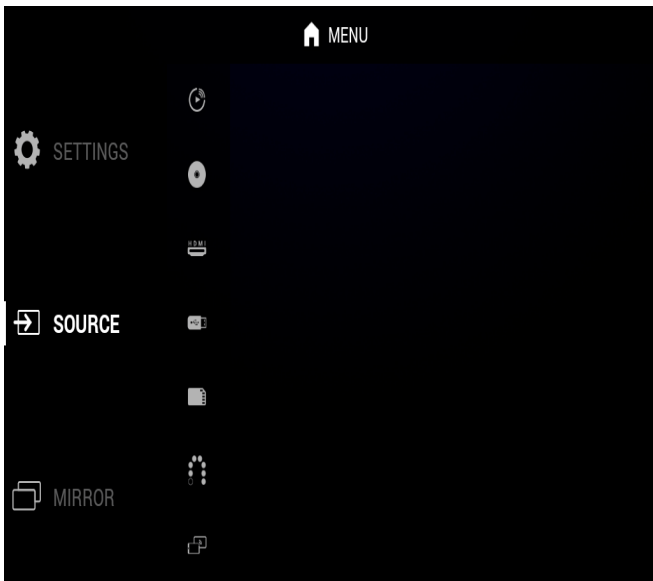
13. Select OK and remove the USB stick.

**Note:** Wait for the system to completely boot to the Home screen.

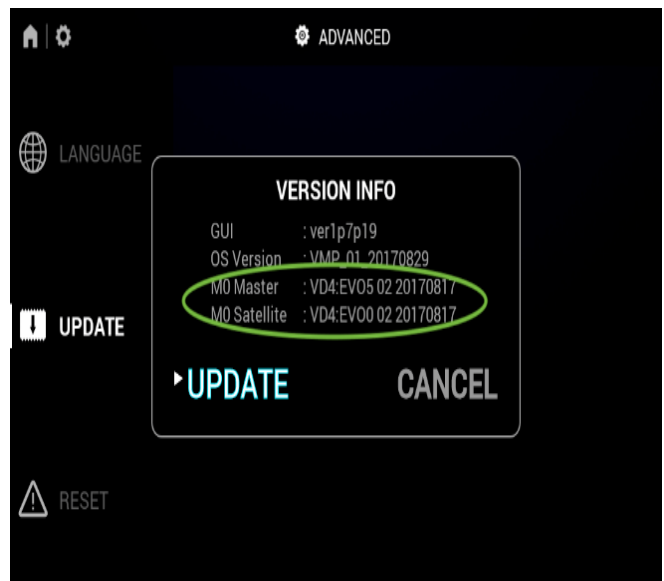
**Uploading File to Rear Infotainment**

For version 1p7p19 complete the following steps:

⇒ If the system is booted, but the Home screen is not shown, press the Home button on the remote or monitor.



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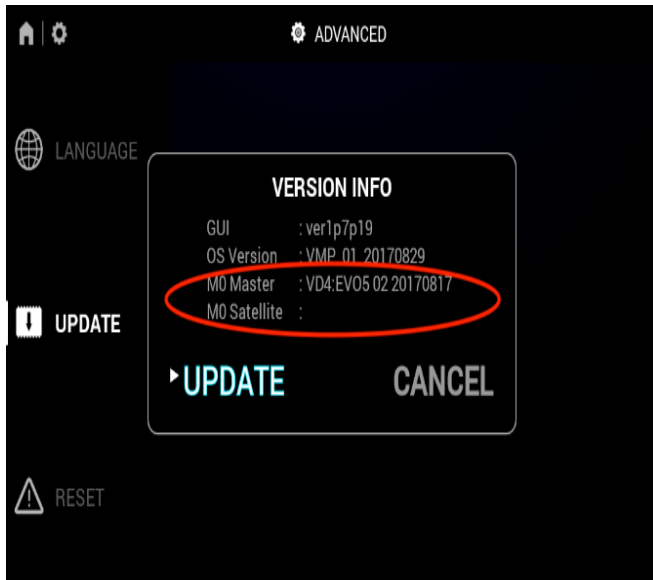


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1. Turn on both monitors of the SR2/3 system.

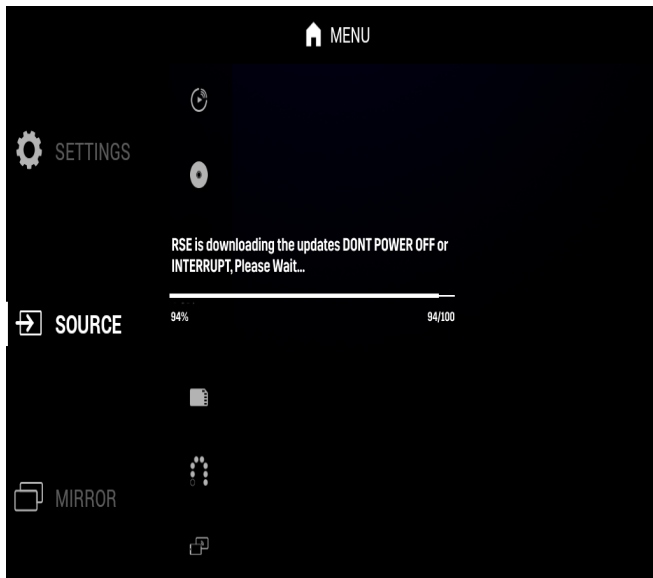
2. Validate that both monitors are properly connected:
  - 2.1. Settings
  - 2.2. Advanced

- 2.3. Update
- 2.4. Validate “M0 Master” and “M0 Satellite” and confirm there is information shown next to both.



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- ⇒ If one of them does not have information shown, the monitors are not properly connected to each other. Try turning off power, checking all connections, then reboot.
- ⇒ Updates will be to GUI version ver1p7p19.



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3. Press the Home button on the remote or monitor to return to the Home screen.

4. Insert the USB stick with the software update loaded on it.
  - ⇒ After a few seconds the update process will start, displaying a progress bar in the middle of both screens. The full update process will take about 5 minutes.

**Note:** Do not disturb until the system returns to the Home screen.

5. The update process will go through several phases:
  - Progress bar
  - Solar system animation
  - Android icon with progress bar
  - Solar system animation
  - GM logo animation
  - Home screen
  - Update complete
6. Validate that the software is now updated to the version ver1p8p7 by selecting:
  - 6.1. Settings
  - 6.2. Advanced
  - 6.3. Update

When the software has been confirmed, the update is complete.

## Parts Information

No parts are required for this repair.

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3481058*	Rear Infotainment Monitor Software Update	0.6 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	3
Modified	Released November 09, 2018 Revised December 20, 2018 - Add Downloading information. Revised March 19, 2019 – Added GMC Acadia

