TECHNICAL

Subject: Voice Recognition Launches or Radio Station Changes to an Adjacent Favorite Without Any Button Press

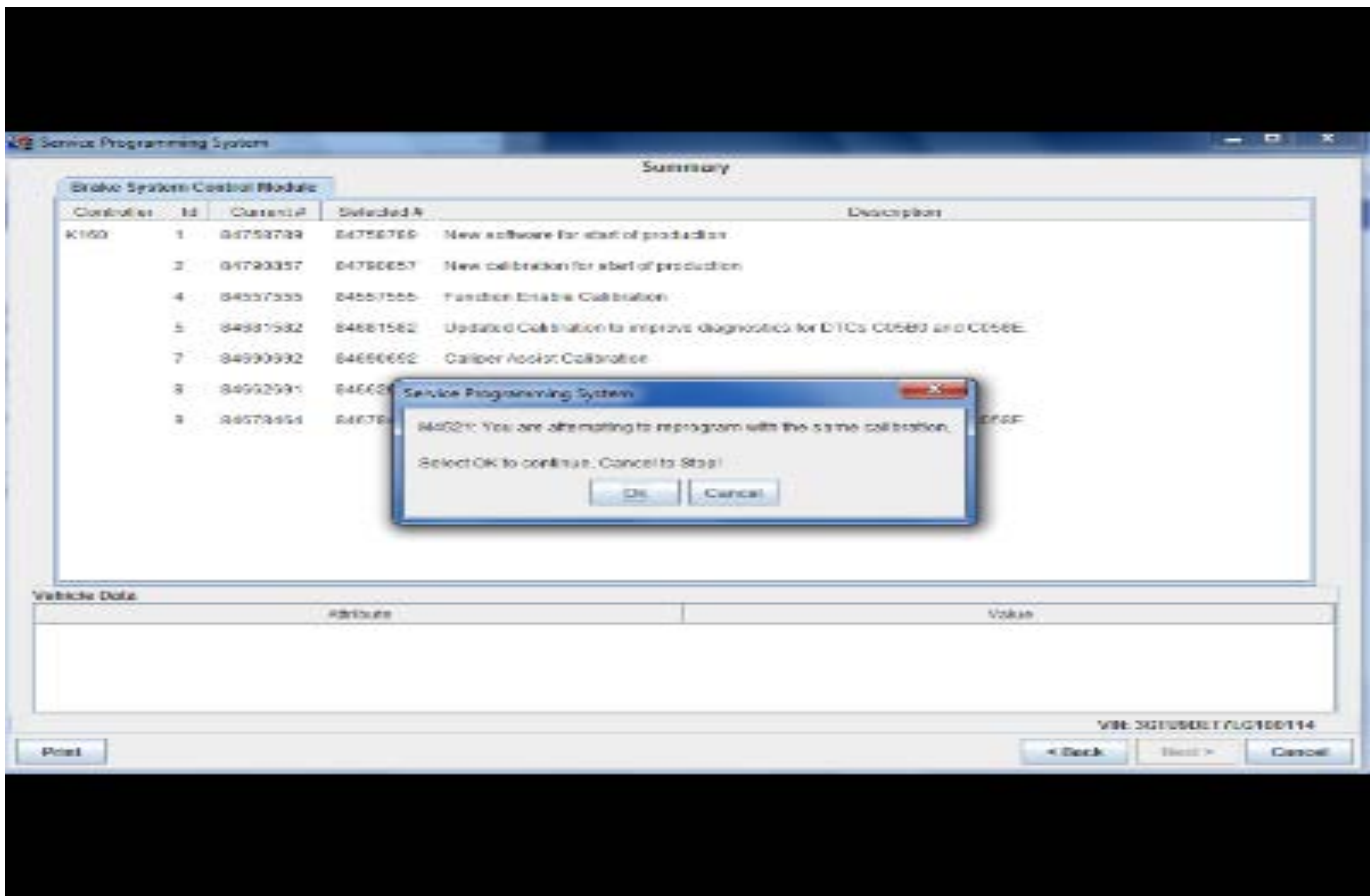| Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission:
		from	to	from	to		
GMC	Acadia	2020	2020	SOP	December 5, 2019	All	All

Involved Region or Country	North America, Middle East.
Additional Options (RPOs)	Equipped with Instrument Cluster (UHS)
Condition	Some customers may comment that the Voice Recognition (VR) launches, asking what the driver would like to do, or the radio changes to an adjacent Favorite preset without the driver pressing any steering wheel control or radio button.
Cause	The cause of the condition may be a missing software package in the Instrument Cluster.
Correction	Reprogram the Instrument Cluster software via USB.

Service Procedure

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Important: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. 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.

- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.

- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/ Maintenance (I/M) system status indicators to NO.
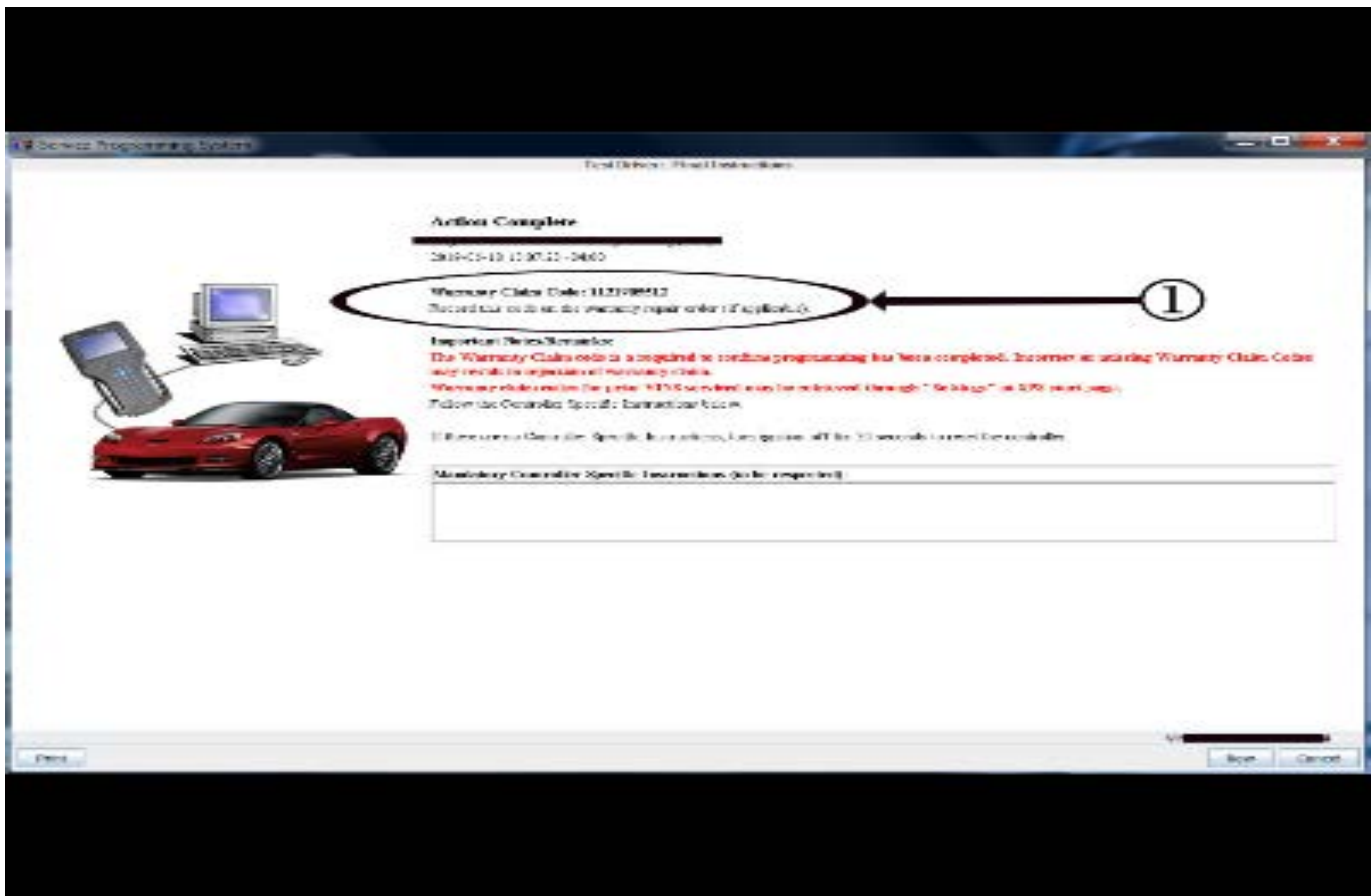
5431207

Important: If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Instrument Cluster software via USB. Refer to *P16 Instrument Cluster: Programming and Setup* in SI.

Tip: Remove any customer installed USB devices from the USB ports before inserting the USB drive containing the Software

5431209

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Note: In rare occurrences, (depending on the current instrument cluster software level) this programming event may fail the first attempt. If the first programming attempt fails, attempt to program again as the second attempt should be successful. If programming fails a second attempt then contact the Techline Customer Support Center.

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
*2886638	Instrument Cluster Reprogramming with SPS/USB for Unwanted VR or Favorites Changing	0.6 hr
*This is a unique Labor Operation for Bulletin use only.		

Important: *To avoid warranty transaction rejections, carefully read and follow the instructions below:
- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	1
Modified	Released January 29, 2020