



Service Bulletin

Bulletin No.: 16-NA-205

Date: August, 2020

TECHNICAL

Subject: Blu-Ray Movies Do Not Start After Play Icon Selected on Menu

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse	2014	2015	—		All	All
Cadillac	SRX	2013	2016	—		All	All
	XTS	2013	2016	—		All	All
	Escalade Models	2015	2016	—		All	All
Chevrolet	Silverado	2015	2016	—		All	All
	Tahoe Models	2015	2016	—		All	All
GMC	Sierra	2015	2016	—		All	All
	Yukon Models	2015	2016	—		All	All

Involved Region or Country	North America, Europe, Middle East, Israel, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Other Africa, South Africa
Additional Options (RPO)	Equipped with Rear Seat Entertainment (RPO UWG, UWJ or U42)
Condition	Some customers may comment that when the user selects 'play', the disk menu will disappear but the menu background animation will continue to loop infinitely.
Cause	The Blu-ray specification is large and allows for a lot of flexibility in the way users interact with video content. As a result, certain areas of the specification have never been implemented by a movie studio. Recently, some studios have changed the way their menus are laid out to take advantage of this previously unused functionality and, in doing so, exposed a bug in the A33 Media Disk Player's software.

Correction

A software update is required to correct this concern. Although this module is normally programmed via USB and calibrated via GM LAN, this particular portion of the module's firmware requires that a CD be inserted into the module to update it.

The original CD's part number is V-IN2016-CD and was mailed to your dealerships in August 2016. Replacement discs may be available, while supplies last, by ordering the part number in the Parts Information table below through the parts department.

To determine whether or not a specific module needs to be updated, turn the Rear Seat Entertainment System on and check the version. To do this, turn the ignition to on or put the vehicle into service mode. Turn on the Rear Seat Entertainment system.

- In vehicles with **overhead displays**:
 - Press the screen release button and fold one or both displays (depending on how many screens the vehicle is equipped with) down to turn the system on. If the vehicle is equipped with two displays, both must be on. To control the front overhead display, press the channel 1 button on the remote. To control the rear overhead display (if equipped), press the channel 2 button on the remote.

- In vehicles with **seatback displays**:
 - Press the screen release button and fold both rear displays up. Turn both screens on using the power button on the remote control. To change control between the left and right side display, use the 1 and 2 buttons on the remote. Both screens must be on.

To check the version, press the menu button on the remote control, select software information, and then select version. Look in the “Other Micros” section. If F/E = 03/12/14 and B/E = 06/01/16, then no update is necessary.

Important: Do NOT touch the Remote Control, cycle the ignition, turn the radio on/off, etc., after the update process has been started.

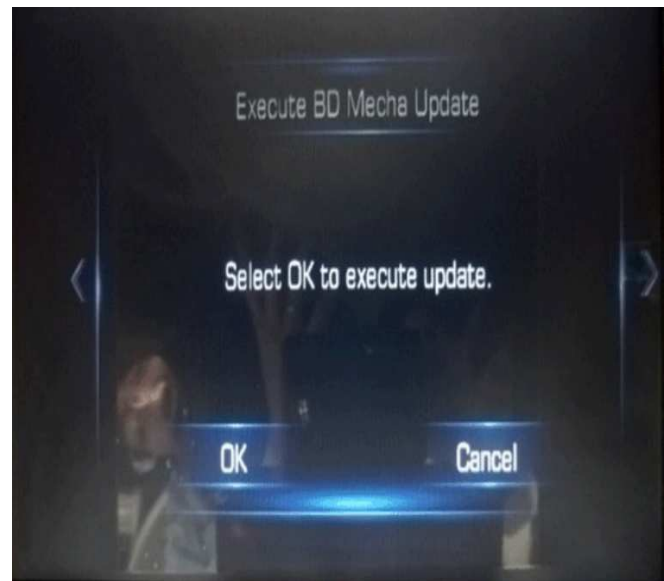
Note: This update does not affect accessory headrest mounted DVD players. The only display(s) impacted will be mounted in the seat back (XTS, LaCrosse, SRX) or roof mounted.

If an update is necessary, connect the vehicle to a battery charger.

To perform the update, turn the ignition to on or put the vehicle into service mode. Turn on the Rear Seat Entertainment system.

In vehicles with overhead displays, press the screen release button and fold one or both displays (depending on how many screens the vehicle is equipped with) down to turn the system on. If the vehicle is equipped with two displays, both must be on. In single overhead configuration, selecting remote button “1” or “2” will switch between sources (with box briefly displayed in upper right hand corner confirming which source is currently being displayed). Single overhead screen must be on Source #1 to proceed with this update. In dual overhead configuration, with both screens open, 2nd Row screen will be Source #1 and 3rd Row screen will be Source #2.

In vehicles with seatback displays, turn both screens on using the power button on the remote control. The left (driver) display is Source #1 and can be controlled by selecting remote button “1.” The right (passenger) display is Source #2 and can be controlled by selecting remote button “2.”

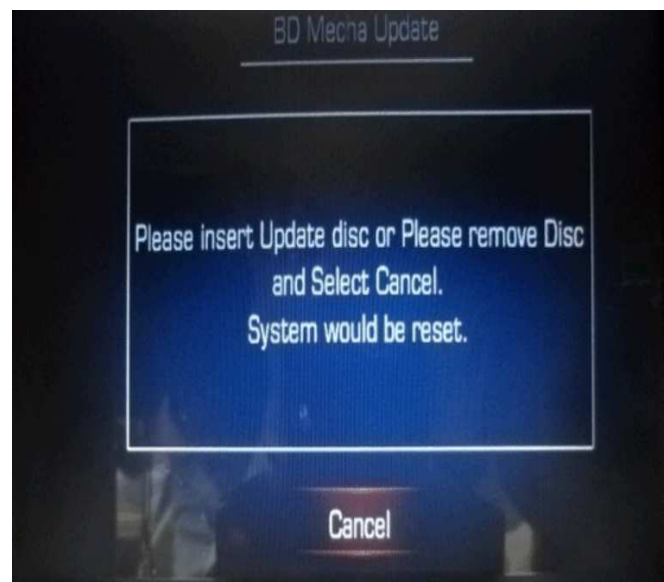


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Select a tuner source (AM, FM, or XM) on both rear displays (or only one if so equipped) and for the front ICS. This can be done by pressing the radio button on the remote control, selecting AM, FM, or XM using the left/right buttons on the remote control and then pressing enter on the remote control. Be sure to do this for both rear displays (or only one if so equipped). The front center stack must be changed from the front seat to a tuner source (AM, FM, or XM).

Remove any media in the Media Disk Player and insert the update disk in the Media Disk Player, which is located in the instrument panel or in the glove box. Once the Update Disc has been inserted, the popup shown above will appear on the rear display(s).

Select OK by highlighting the button with the remote control and hitting enter. After a short time, the Update Disc will automatically eject. REMOVE the disk.



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The following screen will be shown on the rear display(s). Re-insert the same Update Disc. Do **NOT** select “Cancel.”

WAIT for the files to be copied. Do NOT turn the power off. Do NOT touch the system until the disk ejects automatically in about 20 minutes. Once the disk ejects remove the disk. After the disk has been removed, the update process will continue for a couple more minutes.

Note: One of the rear displays may stop displaying content during the update process.

The system will stay on the first update screen for about 5 minutes after the disk has been re-inserted. The system will then display "updating back-end firmware" with a progress percentage. Once 100% has been reached, the Update Disc will eject and can safely be removed. The update process will continue even if the disc is not removed. After the disc ejects, the progress display will reset to 0% and "updating front-end firmware" will be displayed.



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When the update process has finished, the message shown above will appear on the rear display(s).

Select OK with the remote control by pressing enter and the Media Disk Player will restart automatically.

After the Media Disk Player restarts, press the menu button on the remote control, select software information, and then select version. In the "Other Micros" section, verify that B/E = 06/01/16 and F/E = 03/12/14.

Parts Information

This part has limited quantities and ordering records show very limited usage. Only order this disc if your original was lost or damaged and a replacement is needed to repair a customer vehicle.

Part Number	Description	Quantity
84214285	Disc — Radio Program Data	1*
*Only order this disc if your original is lost or was damaged. These discs service multiple vehicles. It is encouraged that the dealer retains this disc for future repairs.		

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
3480358*	Media Disk Player Update with DVD	0.7 hr
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	August 11, 2020 – Updated the Involved Region or Country section, updated the warranty statement and removed the Parts Request Form (Canada) and the GM 1Store ordering processes. This revision changes the ordering process to obtain a replacement update disc if the original was lost or damaged.