



Service Bulletin

Bulletin No.: 20-NA-134

Date: September, 2020

TECHNICAL

Subject: SD Card Removed Error Message Displayed in the Driver Information Center (DIC)

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2020	2020			All	All
	XT6	2020	2020				
Chevrolet	Blazer	2019	2020				
GMC	Acadia	2020	2020				

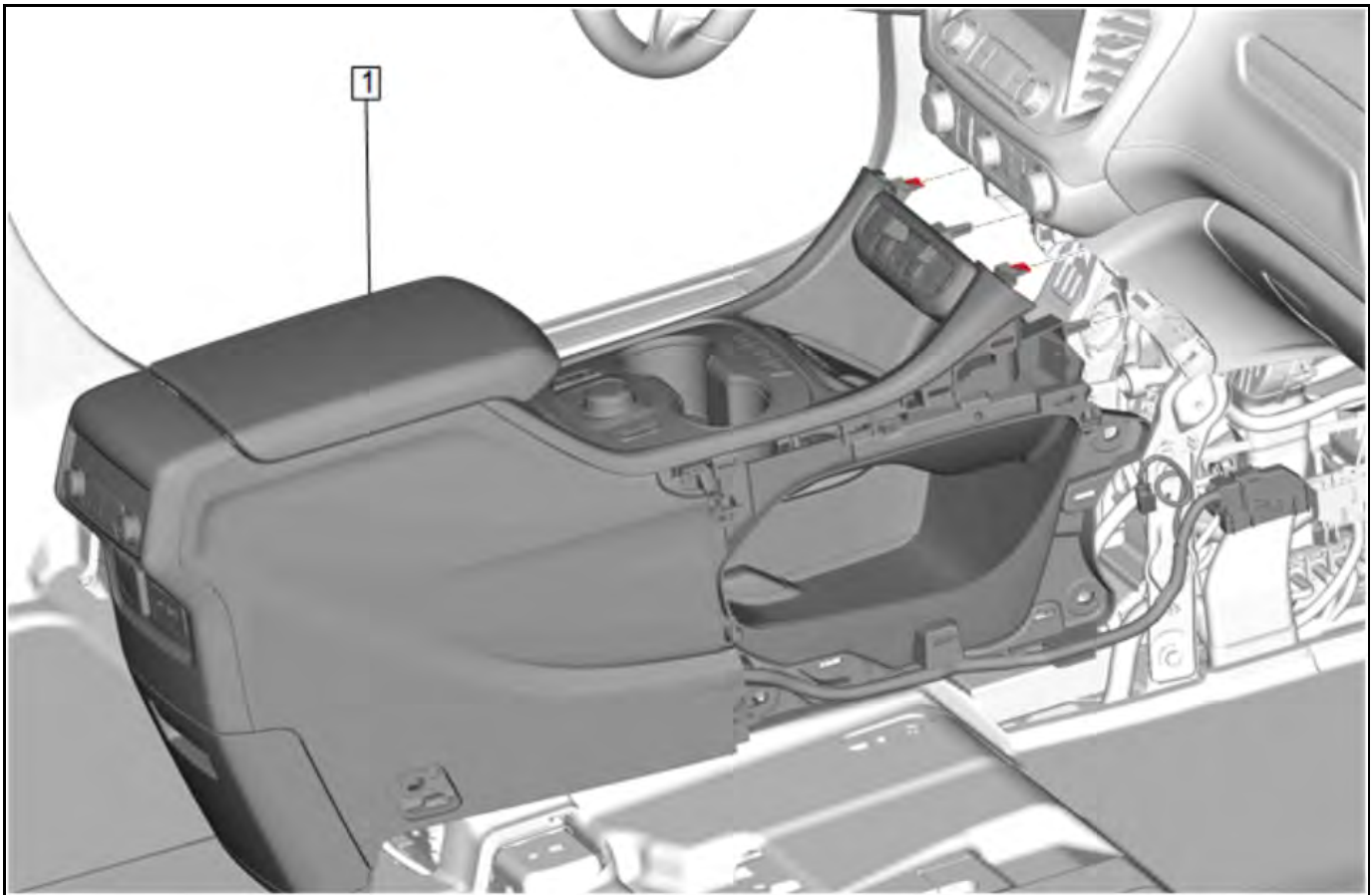
Involved Region or Country	North America, Russia, Middle East, Israel, Palestine, Chile (West), Colombia (West), Ecuador (West), Peru (West), Japan, Cadillac Korea (South Korea)
Additional Options (RPOs)	
Condition	Some customers may comment on seeing a "SD Card Removed" error message displayed in the Driver Information Center (DIC).
Cause	The cause of the condition may be due to a ground offset concern.
Correction	Upon verifying the Condition, R & R the console assembly and run a new independent ground wire for the SD Card Reader, following detailed instructions in the service Procedure below

Service Procedure

Note: Only follow this service procedure if the condition is an intermittent SD card error message, that recovers on its own without any user interaction. If the condition is not as described, inspect for latest radio software (USB) updates and refer to additional SI diagnostic documents for SD Card Errors.

Diagnostic Tips:

- If this bulletin has been performed and the condition occurs during shutdown please verify the USB/SD Card receptacle power/ground connector was reconnected to the proper component. In some models there may be a charge-only USB receptacle nearby. This charge-only USB receptacle could be close enough to the SD Card/USB Receptacle that their connectors could be unintentionally swapped. These components utilize different power modes so it is critical they are connected appropriately.
 - If this bulletin has been performed and the condition still occurs intermittently at startup, please ensure the proper ground location was used. The use of other ground locations will not resolve this condition.
1. Obtain wire, eyelet and salmon splice butt connector as designated in the Part Table.



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2. Remove the front floor console assembly (1). Refer to the appropriate *Front Floor Console* or *Front Floor Lower Console Replacement*, in SI.
3. Position console on a protected, suitable work surface.



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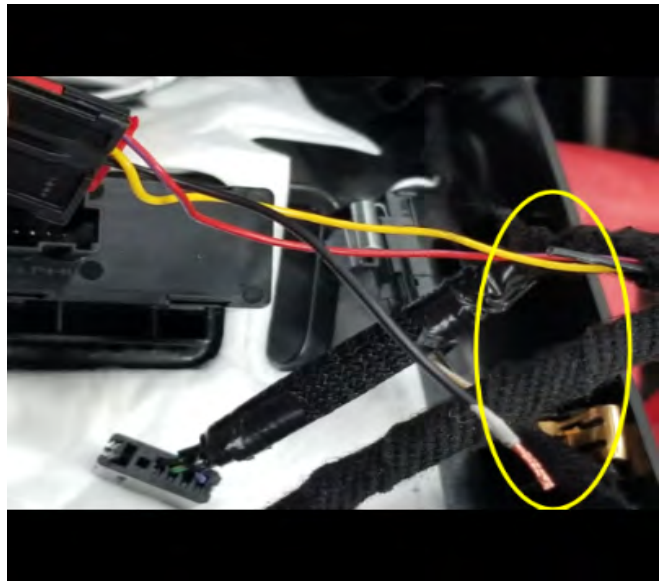
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- 4. Disassemble enough of the console components to access the wiring harness from the SD card reader, to the front of console.
- 5. Strip insulation from the one end of the new ground wire and crimp ground eyelet to the wire.

- 7. Pull the wire harness out of console compartment to access wires at the card reader connector and remove approximately 7.62 cm (3.0 in) of tape from SD Card Reader harness.



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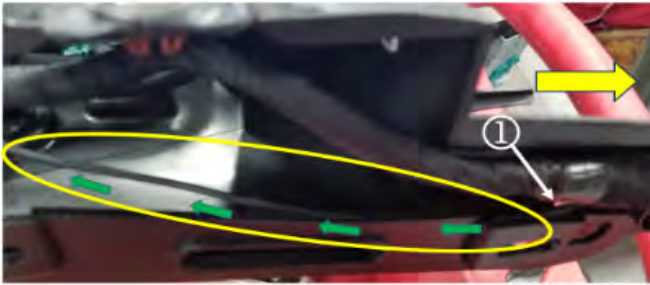


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- 6. Remove the SD Card Reader and disconnect wiring.

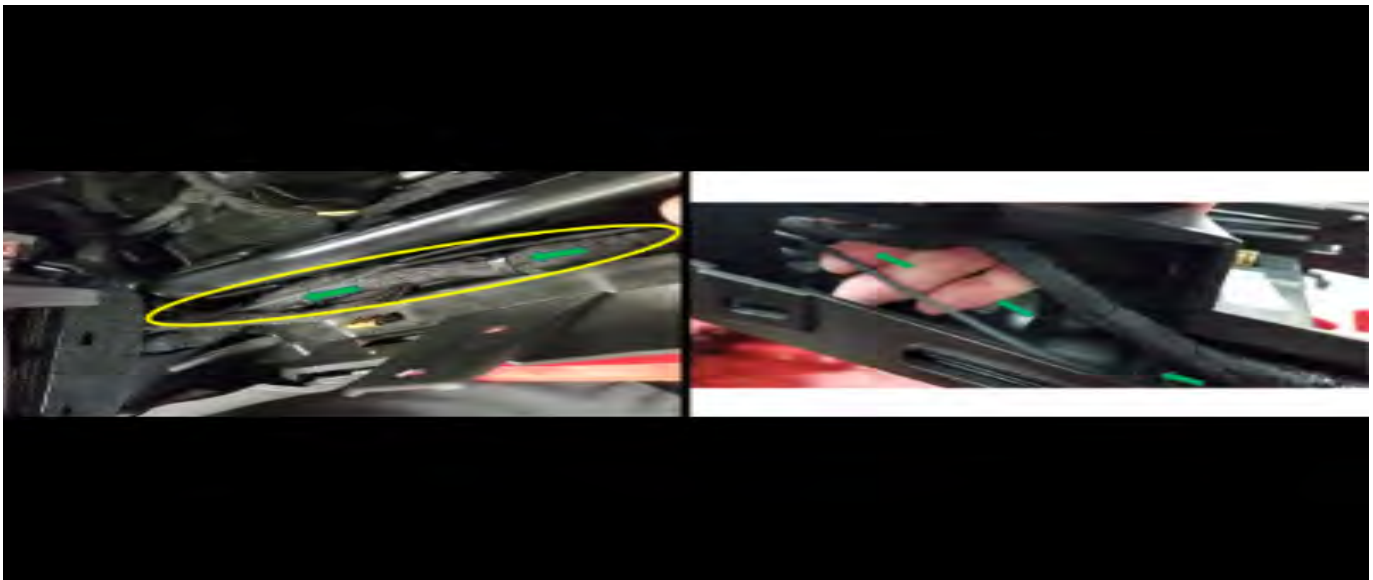
Note: Harness side of wire will later be taped to harness, as it will no longer be used.

8. Locate and cut the original ground wire approximately 7.62 cm (3.0 in) from the connector body.
9. Strip the insulation from the end of the connector side of the original ground wire and crimp salmon splice butt connector on the wire.



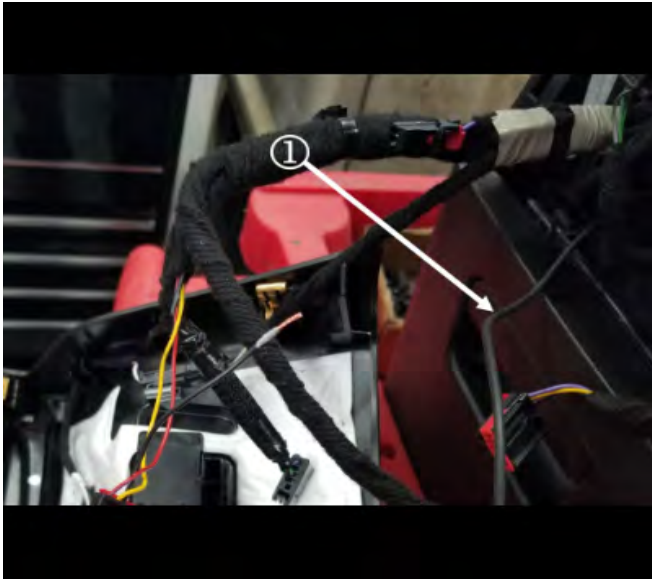
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10. Starting at (1), feed the new ground wire from the front of the console rearward, following along the wiring harness.



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11. Continue to follow the wire harness as you route the ground wire rearward.



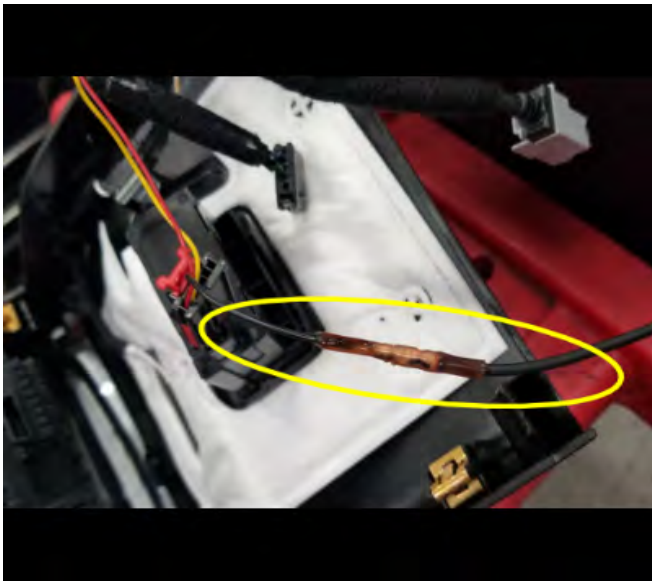
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12. When the ground wire is through to the rear of console, adjust wire length to allow for an extra 30.5 – 35.5 cm (12– 14 in) length of wire (1), at the front of the console.



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14. Tape the new wire in harness with abrasion tape and tape over the previously cut abandoned wire.



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13. Strip the insulation from the wire of the new ground, crimp in butt connector previously attached in step #9, and seal the connector with heat. Refer to *Wire to Wire Repair*, in SI.



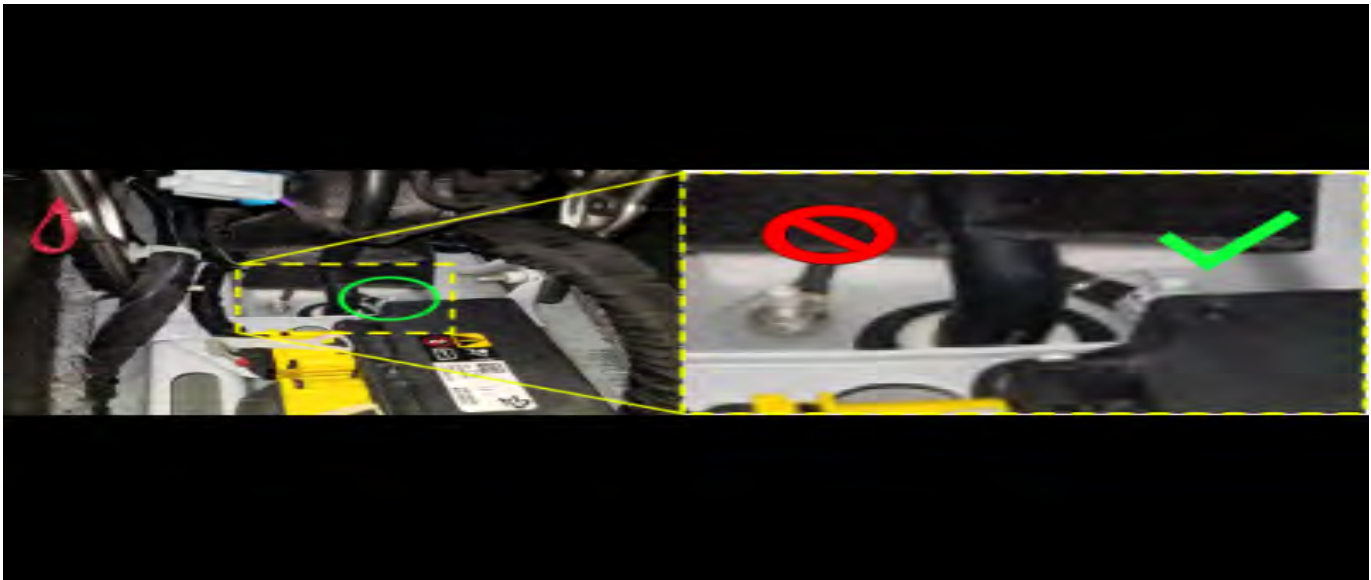
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15. Zip tie the ground wire to the harness.

Note: Several other example locations are shown in following graphic.



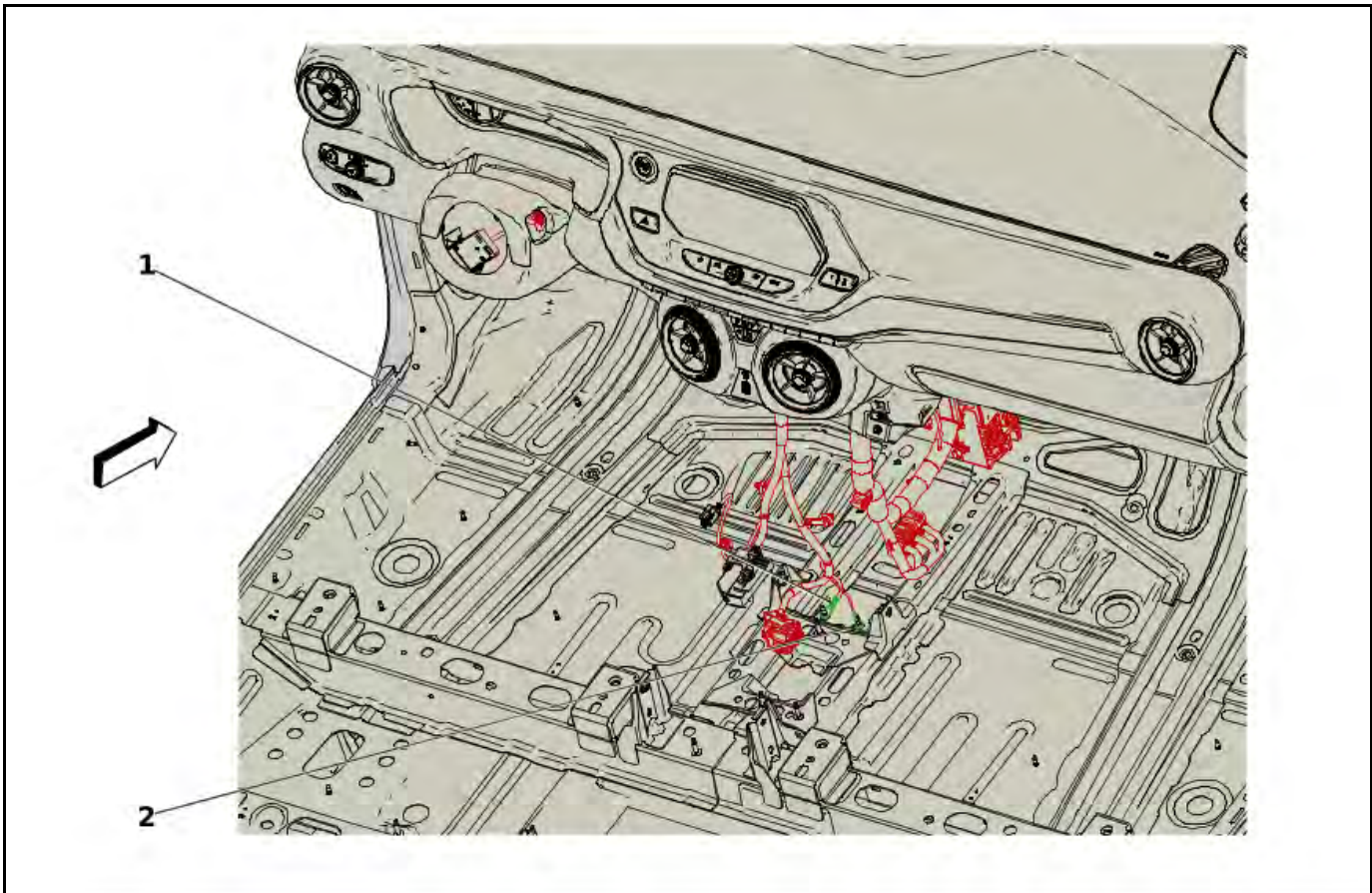
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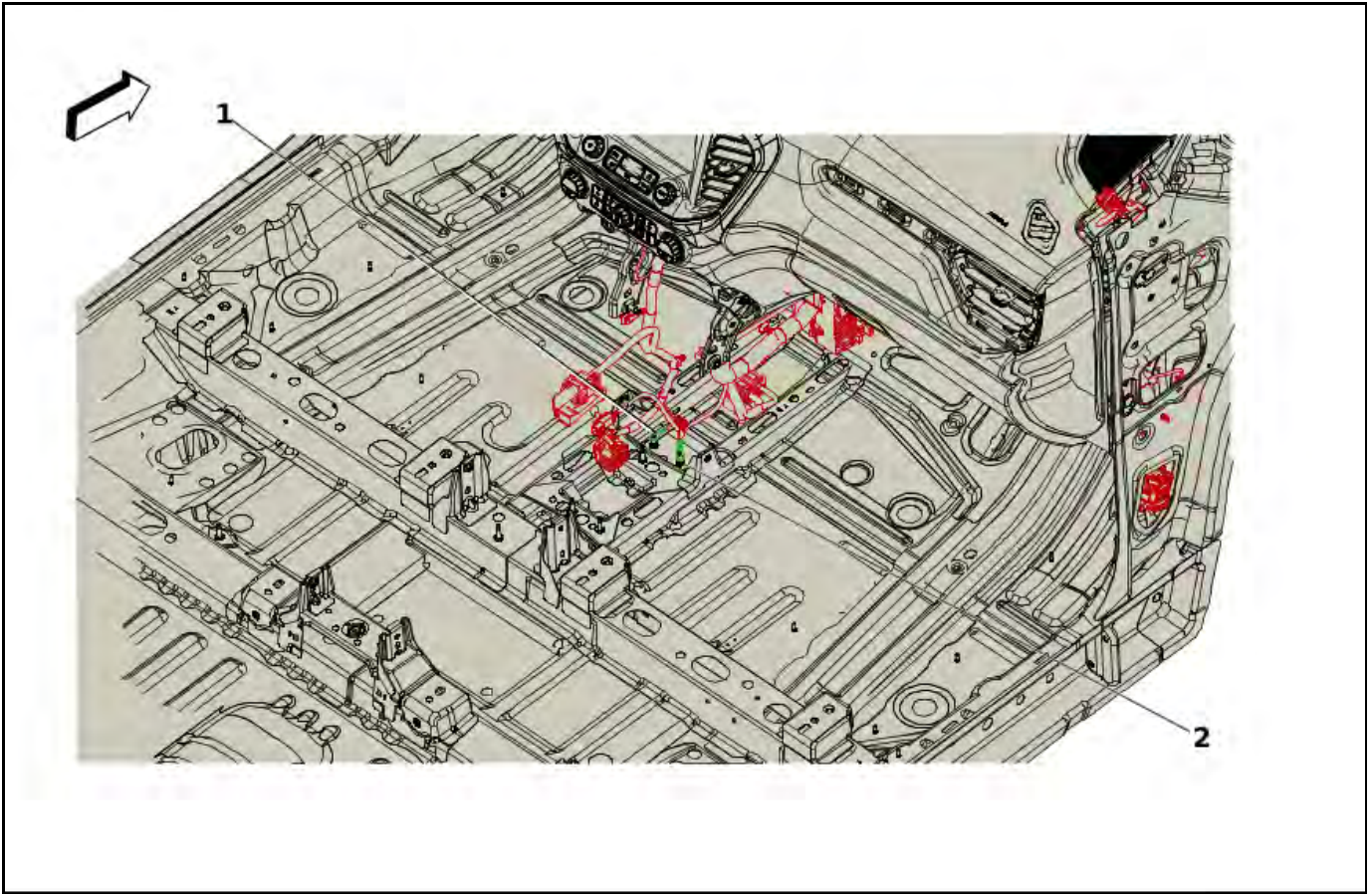
Important: Use only the ground stud called out in this procedure. Other ground found in this area is for Inflatable Restraint electronics. The example shown above is the XT6 – G206 ground stud.

16. Locate the infotainment ground stud in the vehicle. Information regarding the correct stud, and its location, can be found in the appropriate Model illustrations below.

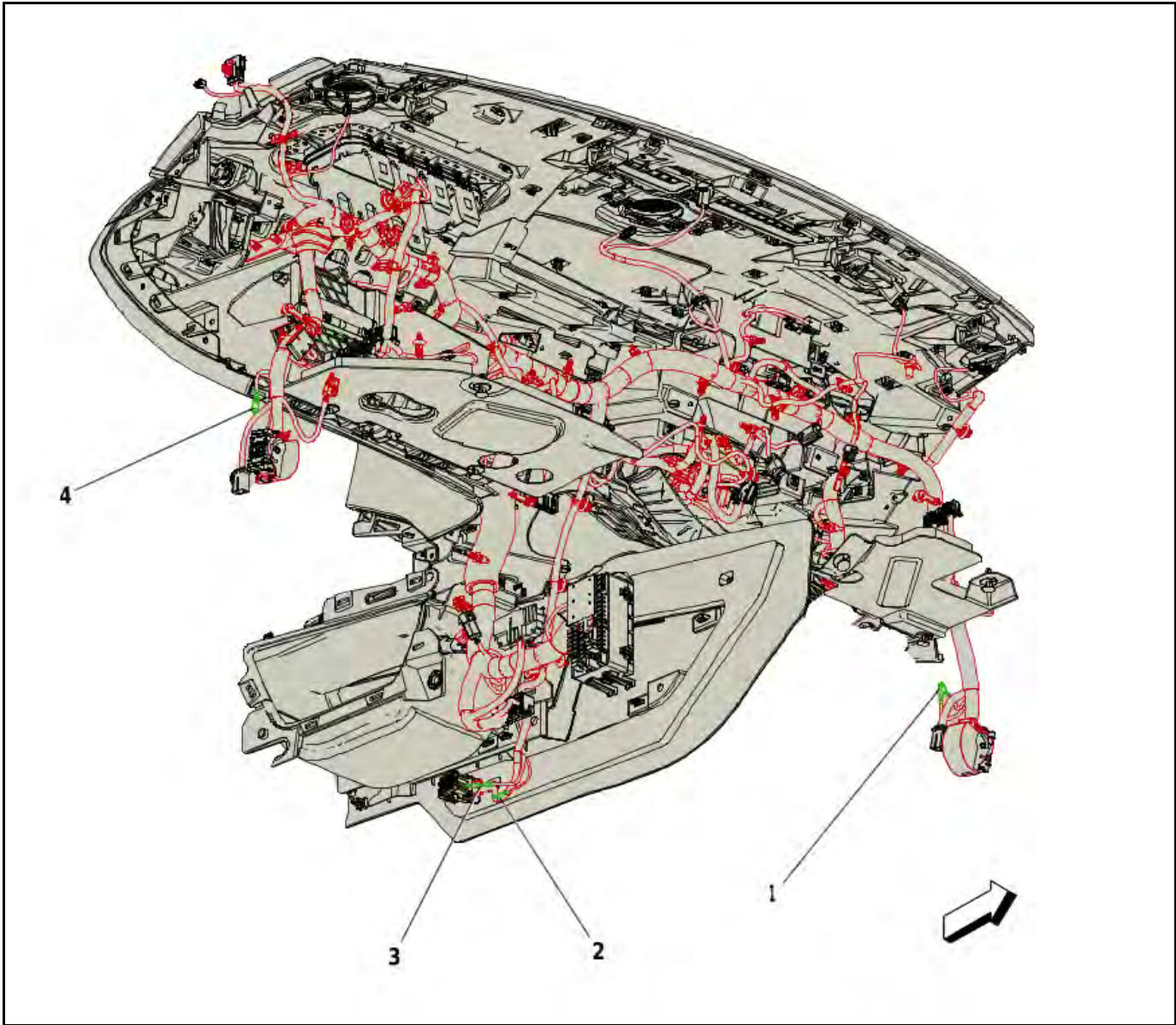


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Note: Use G209 (1) Instrument Panel Harness, the left stud on floor, at the front of console.
Blazer - Ground Stud G209



Note: Use G206 (2), the right stud on floor at front of console.
Acadia - Ground Stud G206 Instrument Panel Harness



Note: Use G206 (3), the right stud on floor at front of console.

XT5- Ground Stud G206 Instrument Panel Harness

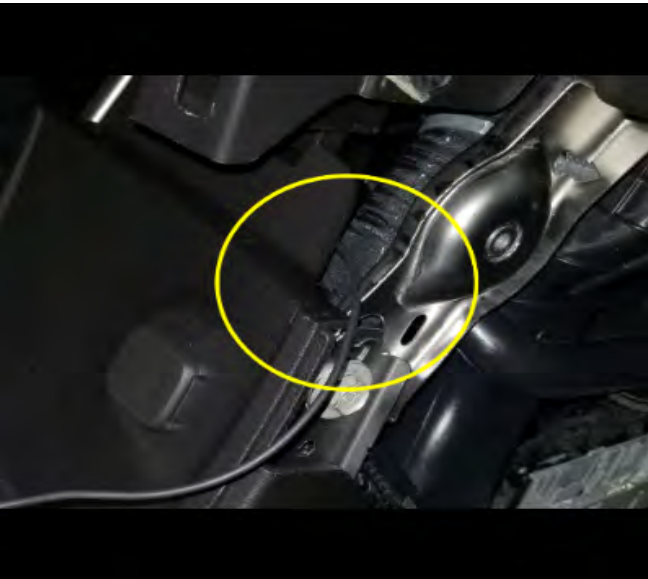


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Note: Use G206 (3), the right stud on floor at front of console.

XT6- Ground Stud G206 Instrument Panel Harness

17. Reposition the console assembly in vehicle, leaving enough room to access the ground stud.

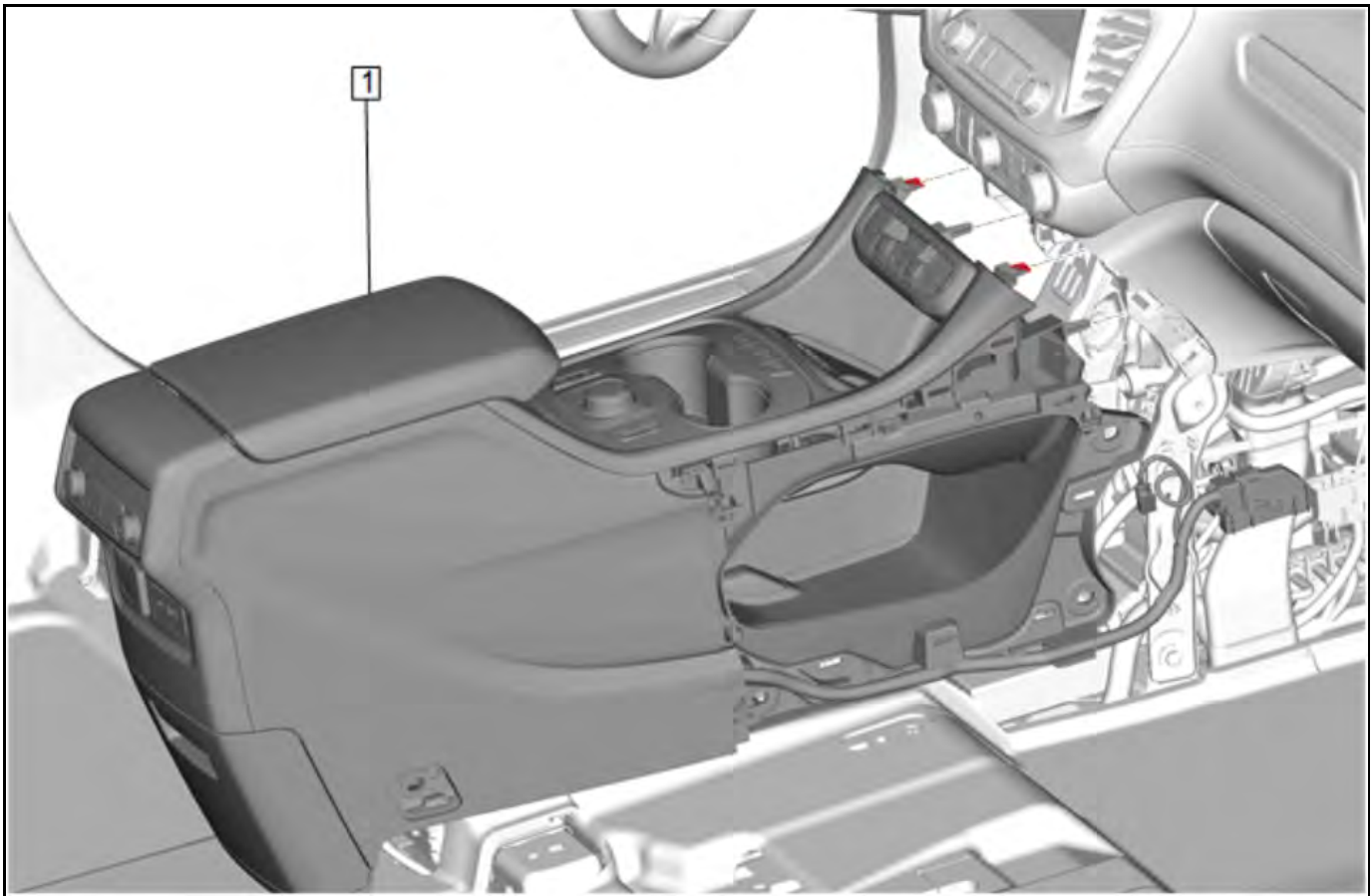


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18. Feed extra length of ground wire in an open area, to access the ground stud.
19. Remove the nut from the ground stud and install the new ground eyelet.
20. Reinstall and tighten the ground stud nut.

Tighten

Tighten the nut to 9 Nm (80 lb in).



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21. Reinstall the SD Card Reader, the console and all components previously removed. Refer to *Front Floor Lower Console Replacement*, in SI.

Parts Information

Causal Part	Description	Part Number	Qty
N/A	.75mm (18-20 AWG) WIRE— 6 foot length	Obtain locally	1
	SALMON SPLICE	19300089	1
	GROUND EYELET for 5mm STUD	Obtain locally	1

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
5480788*	Run Independent Ground for SD Card Reader	XT5 – 2.0 hr. XT6 – 1.5 hr. Blazer – 1.1 hr. Acadia – 1.2 hr.

*This is a unique Labor Operation for Bulletin use only.

Version	3
Modified	Released June 18, 2020 Revised August 13, 2020 – Added a Note to the start of the Service Procedure. Revised September 10, 2020 – Added Diagnostic Tips to the start of the Service Procedure.

