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#PI0285C: Inconsistent Rear Back-Up Camera Operation, Bluetooth Delay, Intermittent Audio Concerns, Blank DVD Display and Various Additional Navigation Radio/Clock Concerns - (Dec 5, 2011)



**Inconsistent Rear Back-Up Camera Operation, Bluetooth Delay,
Subject: Intermittent Audio Concerns, Blank DVD Display and Various Additional
Navigation Radio/Clock Concerns**

Models: 2010-2011 Buick LaCrosse

2011 Buick Regal

2010-2011 Cadillac SRX

2010-2011 Chevrolet Equinox

2011 Chevrolet Cruze

2010-2011 GMC Terrain

All Equipped with Navigation Radio RPO UYS

Also SAAB 95, 2010/2011

Attention: This bulletin addresses many customer concerns with one convenient software update. Additional user enhancements are part of this update and are outlined below.

This PI is being revised to remove the 2012 model year and change the Warranty Information. Please discard PI0285B.

Condition/Concern

Customers may comment on any of the following concerns:

- Intermittent rear camera image not displayed, but the guidelines and "Check surroundings for safety" text is displayed.
- Rear camera always ON.
- Rear camera fuzzy display - wavy lines on rear camera and MAP image. Also MAP and rear camera image together on screen HMI at same time.
- Buick off-screen display does not match IPC color.
- Choppy audio playback from the hard disc drive for a few seconds, one to two minutes after start up.
- Previous route shown on start up, no guidance provided.
- "Unknown Mode" displayed when using an iPod.

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- Rear park assist icons will be displayed when audible tone is heard (2010 SRX and 2010 late build LaCrosse only).
- "UPA Symbols Unavailable" message displayed immediately following a reverse to drive transition.
- The clock may reset to 12:00.
- The clock is inaccurate.
- Unable to adjust the hour and/or minutes on the clock.
- Location resets to Washington DC every ignition cycle (corrected once GPS signal is received).
- Last audio source is lost after ignition cycle-Defaults back to FM preset (For example-user was listening to CD. Turned off vehicle and waited 10 minutes. Turned on vehicle and now FM playing).
- "I Agree" screen is displayed every ignition cycle.
- Addresses that have been entered into the radio can be deleted temporarily from the list. After the vehicle sits for about 10 minutes, the addresses have reappeared in the radio.
- Navigation guidance pauses during active route guidance. XM Traffic and Weather data are unavailable during this occurrence.
- DC charger interference causing no audio condition on start up.
- UPA symbol menu selection displayed for vehicles built without RPO UD7 (2010 LaCrosse only).
- Difficulty making appropriate menu selections to return to previous screen. (A Back button is added to many screens, and the CONFIG menu selections are displayed in list form with this software update).
- Blank display with DVD video as active source during start up.
- Audio source reverts to USB/iPod during start up.
- Address displayed on the navigation display does not match the address that was given to the OnStar advisor.
- No extended XM Weather data displayed if the user selected date is advanced beyond the current date.
- Radio presets are erased after programming any module on the vehicle.
- XM traffic prompt may not contain the 's' for miles prompting.
- Different distances displayed on the IPC and navigation display when in metric mode.
- Rear seat audio or rear seat entertainment system does not turn off when the radio is turned off.
- Scanning XM displayed on every start up.
- 1-2 second hesitation when using voice recognition for Bluetooth phone functions.
- HVAC pop-up does not expire.
- XM list resets to the top without user action - occurs when user turns off an XM category.
- Display goes up without user action in key off and door closed. (SRX specific concern)
- Static on FM band only. Lasts for an entire ignition cycle all stations.
- Playlist will change or not be displayed.

Software interaction with other vehicle systems may intermittently cause any of the above conditions.

Recommendation/Instructions

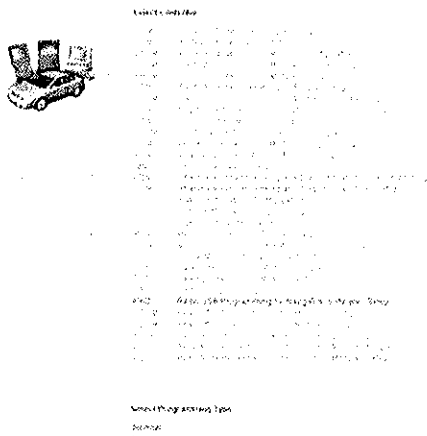
Important: DO NOT replace the radio for the above conditions.

Important: This procedure begins with a USB flash drive programming event. This **IS NOT** a **standard** TIS2WEB programming event. This procedure requires a USB 2.0 flash drive. The minimum USB flash drive capacity requirement is 512 MB. The software downloaded to the USB flash drive can be used to update all vehicles involved in this bulletin. Any existing data on the USB flash drive will be erased during the TIS2WEB-to-USB flash drive download process. To ensure important data **IS NOT** deleted from the USB flash drive, transfer the data from the USB flash drive onto another approved data storage device **BEFORE** attempting to download software from TIS2WEB. Once the software is downloaded to the USB, **DO NOT** add any data to the storage device.

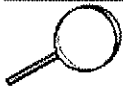
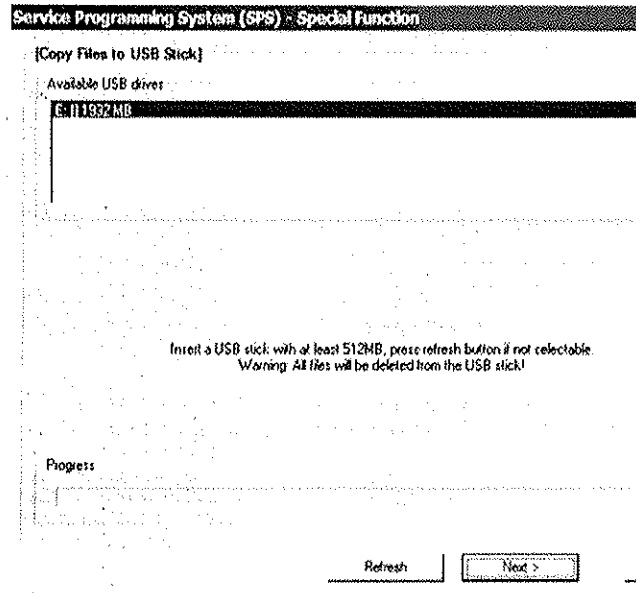
1. The Navigation radio software has been revised to address the above conditions. You will update the radio using a **USB FLASH DRIVE** and the Service Programming System (SPS) with the file available on TIS2WEB. Refer to the SPS procedures and Control Module References in SI.

Note: During programming, the battery voltage **MUST** be maintained within the proper range of 12-15 volts.

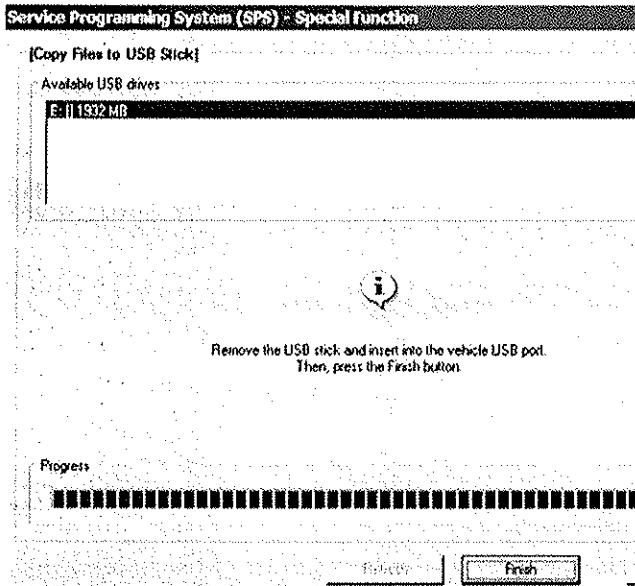
2. Connect the Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or an equivalent to the battery.
3. Connect the MDI to the vehicle.
4. Turn ON the ignition, with the engine OFF.
5. Select: J-2534 MDI from the Select Diagnostic Tool and Programming Process screen.



6. Select: RAD — "Radio USB Programming for Navigation Software - Setup", from the Supported Controllers screen. Refer to SI and SPS for programming instructions, if required.

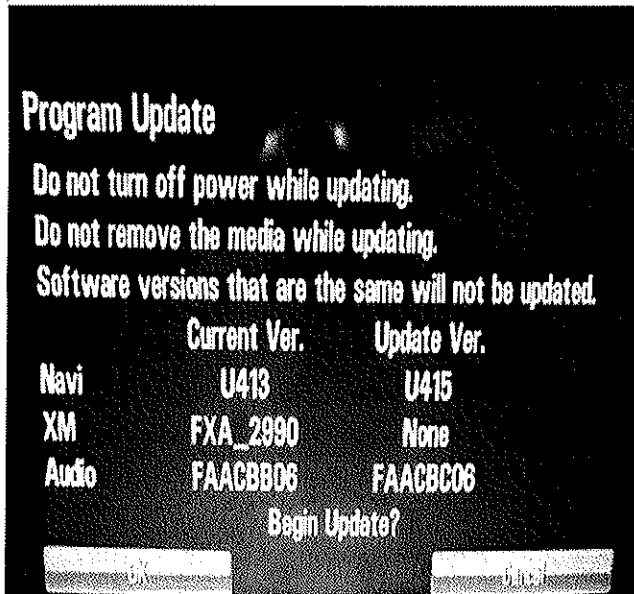


7. Insert a USB flash drive into the USB port of your computer. Press the **REFRESH** button if your USB drive **IS NOT** selectable in the: Available USB Drives box.
8. Select: NEXT, from the SPS Special Function screen.
9. Monitor the: Progress Status bar at the bottom of the SPS Special Function screen.



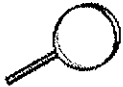
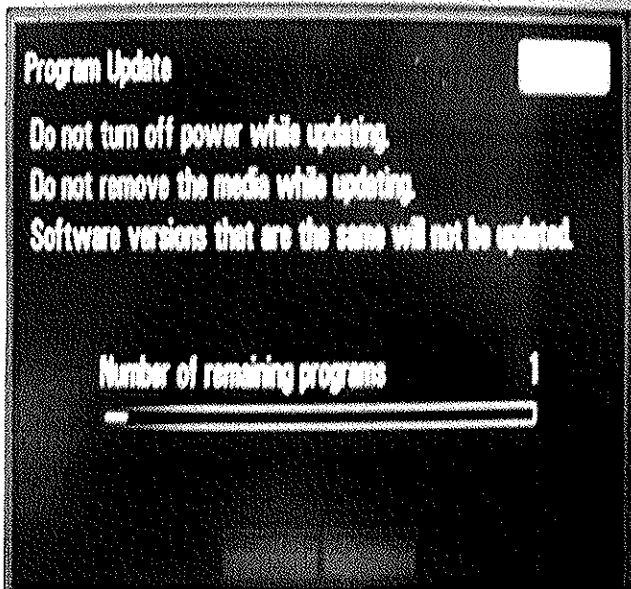
Note: The files have been successfully loaded onto the USB flash drive when the Progress Status bar is completely shaded and the SPS Special Function screen displays the following message: "Remove the USB stick and insert into the vehicle USB port".

10. Remove the USB flash drive from the computer when the Progress Status bar indicates that the software download has been completed.
11. Press: FINISH from the SPS Special Function screen. **DO NOT** wait for the Completion screen to appear on the display.

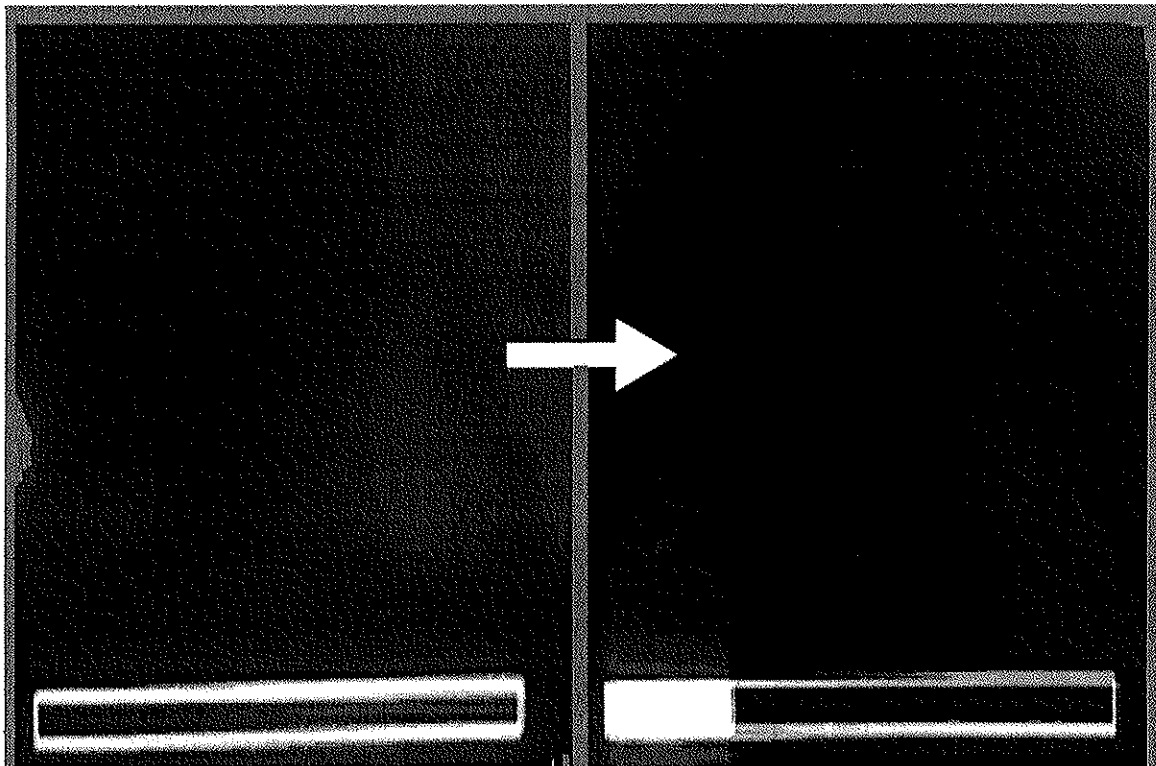


Notice On Cadillac SRX turn on the radio and press the NAV button to raise the viewscreen. If this is not done before inserting the USB drive you will not be able to operate the "Ok" button in the following step.

12. Insert the USB flash drive into the USB port of the vehicle. The radio will display the title: "Program Update" along with warnings not to interrupt power or remove the media. A bar graph will form indicating progress and an "OK" button will appear. PRESS the appropriate radio button or area of the screen to activate the "OK" command and begin programming.



13. A status bar indicates progress.



Important: DO NOT cycle the ignition even if the view screen indicates to cycle it. At the conclusion of the USB drive downloading to the radio, installation of the programming will automatically begin as indicated by the white progress bar below. If the view screen instead remains blank for more than 40 minutes, you may

then cycle the ignition. This will reinitialize the programming event. Do not remove the USB flash drive.

14. After the USB programming has completed the screen will go blank. (On the SRX the screen will also lower). It is not necessary to observe the entire programming process. Once the screen has gone blank, a white outline bar graph will appear. (Not visible on SRX due to the screen being lowered) The downloaded programming will automatically install. Once this progress bar fills, the screen will go blank and USB programming will be complete.
15. When the programming event has completed, the radio will display: Download Complete and the version number U415.

Note: On the SRX, the display screen will rise at the completion of the USB download to allow viewing of the programming complete screen and version number.

16. Turn OFF the ignition for 60 seconds.
17. Remove the USB flash drive.
18. The vehicle MUST now be calibrated.

Notice Vehicle calibration is a required step. Many of the radio and navigation functions will not operate properly unless the calibration outlined in the following steps is performed.

Important: After completion of the USB programming event, but prior to the initialization of SPS programming, the radio will display a Cadillac splash screen if operated. This is a normal condition. Completion of the SPS programming below will restore the radio to the proper splash screen for the vehicle being serviced.

19. Return to the SPS programming screen. Select: J-2534 MDI from the Select Diagnostic Tool and Programming Process screen.
20. Select: "RAD: Radio Programming"
21. You must now select the proper choices for the build of the vehicle you are servicing. Refer to the vehicle SPID label or the vehicle build information through GWM for the specific RPOs the vehicle is equipped with.
22. Once you have selected the proper vehicle options, you may initiate SPS programming. Upon completion of this step, the radio is updated.

Important: At the completion of the programming you may verify the programming is updated and successful by pressing CONFIG , entering NAV and then viewing the map database. You should see version U415 displayed.

Important: The navigation radio will be returned to factory default values during this upgrade.

Important: *Clock functionality may be temporarily hampered after updating until a GPS signal is established. If your buildings service area inhibits GPS signals, the vehicle should be moved outside to an unobstructed area prior to returning the vehicle to the customer.*

System Enhancements

In addition to concern correction, the following new enhancements are included in this software upgrade.

- Higher resolution Cadillac crest background image.
- iPod playlist is now sorted and played alphabetically.
- iPod album is now sorted and played alphabetically.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R9788*	Radio USB Reprogramming and SPS	0.6 hr
<p>*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.</p>		

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