



# Service Bulletin

File in Section: -

Bulletin No.: PI1126E

Date: December, 2014

## PRELIMINARY INFORMATION

**Subject:** Blank Screen After Startup and Reverse, Rearview Camera Message On, Touch Screen Inoperable, Bluetooth® and Navigation Concerns

**Models:** 2014 Buick LaCrosse, Regal  
 2013-2014 Cadillac ATS, SRX, XTS  
 2014 Cadillac CTS Sedan (VIN A), ELR  
 2015 Cadillac Escalade Models  
 2014 Chevrolet Corvette, Impala (VIN 1), Silverado 1500  
 2015 Chevrolet Silverado, Suburban, Tahoe  
 2014 GMC Sierra 1500  
 2015 GMC Sierra, Yukon Models  
 Equipped with RPOs IO4, IO5, IO6

**Attention:** For 2013 Cadillac ATS, SRX, XTS vehicles ONLY: Be sure the USB update from the most current version of PI1062 has been installed with the provided USB stick to properly update the Gulf of Mexico map before proceeding (This PI supersedes #12293. There is no need for the silver and black USB sticks mentioned).

This PI has been revised to add Models, remove breakpoint dates, add Condition/Concerns, add a Note to the Recommendation/Instructions and update the Caution statement. Please discard PI1126D.

DVD Software Update disc for Infotainment Files (Version 14.00–15.00 North American Data) will be shipped to U.S. and Canadian dealers starting December 8, 2014.

### Condition/Concern

Some customers may comment on the following concerns:

Condition	RPO			
	IO4	IO5	IO6	IO6 (ELR)
Center Stack showing a blank display right after engine start	X	X	X	X
No device connected is displayed in now playing view	X	X	X	X
Sporadic system reset, possibly seen when view phone contact details	X	X		
Screen stops updating and no visual changes are observed	X			
Touch Screen sporadic inoperable		X	X	X
Time display overlaps Icons in the application tray		X	X	
RVC touch to exit RVC screen is not working after shifting back into drive		X	X	X
Black Screen and reverse guideline displayed while in drive		X	X	X
Upon answering a Bluetooth hands-free call the HMI Module takes over 5 sec to converge (Noise/echo on the first connection)		X	X	X
Grammar fixes for issues in POR, ITA, NLD		X	X	
Blue screen popped up on ICS screen periodically while playing a movie with RSE system		X	X	

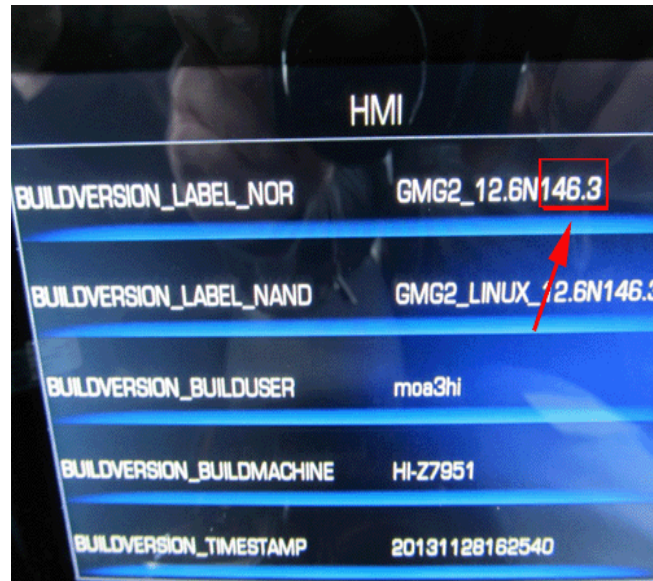
Condition	RPO			
	IO4	IO5	IO6	IO6 (ELR)
Device initializing message heard for too long so can not access contacts via speech	X	X	X	X
Voice Rec language swapped to English, prompts are heard with the accent of the display language		X	X	
Map display black around the vehicle Icon on the map (half mile scales)			X	X
Phone Call does not complete hang up when call is done via speech recognition in the Navigation application			X	
No device connected is displayed in now playing view			X	X
Sporadic system reset, possibly seen when searching address, scrolling/panning on the map or view phone contact details			X	X
Map reset when the navigation system attempts to draw text around a curved road			X	X
App tray and interaction selector in may is not faded out properly			X	X
Text translation and changes - 'Not Able To Charge'				X
Hybrid text changes for 'Horn Chirps' to be changed to 'on'				X
Updated welcome animation				X
Fixed Cadillac welcome sound				X
Blue screen popped up on ICS screen periodically while playing a movie				X
Bluetooth will not make or receive Bluetooth calls. The phone will show a call in process, but the call will not go through the vehicle. It will stream music. The Bluetooth icon is displayed on the radio display but the phone battery icon and signal strength are not.	X			
Delayed rear vision camera (RVC) image when shifting into reverse	X	X	X	X
Rear vision camera (RVC) image comes on when shifting into reverse, goes off briefly and then comes back on	X	X	X	X
System Reset- Black Screen	X	X	X	X
Radio resets while using Skype		X	X	X
Traffic disruption on route is repeated frequently			X	X
Bluetooth Audio issues –No audio or choppy after ignition on	X	X	X	X
In Bluetooth media screen, audio does not auto play. Tapping on Play button does not play Bluetooth audio	X	X	X	X
Media Favorites Lost After Ignition Cycle	X	X	X	X
Media Favorites unavailable while the same media is playing	X	X	X	X
Browse list shows no content available message when exiting and back using softkeys	X	X	X	X
USB stick not recognized when inserted	X	X	X	X
Upon a new ignition cycle, media (SD, USB stick, iPod) that was left inserted is not recognized	X	X	X	X
System plays random song for 2 seconds after current song is finished playing	X	X	X	X
Other media devices (Bluetooth/CD) connected is not played if user is sourcing MyMediaLibrary and then disconnects the USBs connected to the system.	X	X	X	X
The Emergency Connected phone screen stays displayed after call center sends a DEA route	X	X	X	X
If incorrect number (with extra digit) is entered in keypad by mistake and outgoing call made, user cannot make a call by deleting the extra number ever again from the keypad.	X	X	X	X
When accepting an incoming phone call using Cluster's steering wheel control sometimes connection cannot be established until accepting the call using the Handset button	X	X	X	X
Phone book is not updating properly	X	X	X	X
"No Phone Connected" is shown after the phone is paired and connected	X			
Phone application not available on start-up (Icon grayed out)	X	X	X	X
Tapping "End" does not end conference call	X	X	X	X
Voice recognition is not enabled after pressing Voice Recognition button is pressed. Voice recognition screen will display for less than 1 second.	X	X	X	

In addition to the above customer concerns, the following updates have been included in this software update:

- Correction to Spanish speech input for destination entry that numbers are included in the search input for the address.
- Pandora favorite saved items — If two phones were paired, the channel list of the 1st phone was not cleared when the 2nd phone was paired.

## Recommendation/Instructions

Make sure the latest Techline Infotainment DVD software update (V-IN2014-14-15 DVD) has been installed. Refer to the latest version of PI0744 Instructions for Installing Techline Infotainment DVD in SI.



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Before updating software, check the HMI build version. The HMI build version label should be GMG2.12.6N146.3 or earlier.

**Caution:** If the software version is GMG2.12.6N146.3 or lower proceed with this PI. If the version is higher, damage to the HMI module may occur. DO NOT PROCEED WITH THIS PI if the version is higher.

**Note:** The last 3.1 numbers as shown above will increase as the software gets updated. Those are the numbers to check when verifying software version.

To verify the HMI build version, on the radio push the following button combination together (refer to chart below), then select HMI from the onboard development screen.

Buick	Power+Menu+Home
Cadillac	Home+Volume Down
Chevrolet	Power+Menu+Home
GMC	Power+Menu+Home

An updated software calibration has been released to address the above conditions. Update the HMI Module using a **USB FLASH DRIVE** and the Service Programming System (SPS) with the files available on TIS2WEB. Refer to the SPS procedures in SI.

**Important:** This procedure is 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 4 GB. 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.

After USB programming has been completed, reprogram the HMI module, this time using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.

Clear any DTCs.

**Important:** The vehicle modules MUST go to sleep for 5 minutes after programming the HMI module. If not, the vehicle may not have sound, blank screen, no touch response or the wrong splash screen may appear on the screen. If this happens, shut off vehicle and wait the required 5 minutes before starting vehicle again.

**Important:** For RPO IO5, there was a production change in the software to change the Navigation icon (NAV) display to NAV OnStar icon display.

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2880168*	Reprogram HMI Module (NAV Radio)	0.9 hr
	Reprogram HMI Module (NON NAV Radio)	0.8 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		