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#PI0055B: Radio Display My be Missing Data Using USB-Noise, Static, Source Management Difficulties-iPod, Bluetooth, USB/UMS Operation Intermittent/Inoperative at Start Up, During Playback, After Call Ended - (May 19, 2011)

Subject: **Radio Display May Be Missing Data When Using Universal Serial Bus (USB) -- Noise, Static, Source Management Difficulties -- iPod®, Bluetooth®, USB or UMS Operation Intermittent or Inoperative at Start Up, During Playback, After Call Has Ended (Replace and/or Reprogram Multimedia Player Interface Module (MPIM))**

Models:

2010-2011 Buick LaCrosse

2011 Buick Regal

2010-2011 Cadillac SRX

2010-2011 Chevrolet Camaro, Equinox

2011 Chevrolet Cruze

2010-2011 GMC Terrain

2010-2011 Opel Insignia

Equipped With Audio Interface RPO KTA, Audio Interface-Wireless RPO KTB or Accessory Interface Module

Attention: **This electronic control module may be referred to as a multimedia player interface module (MPIM) or a preferred device interface module (PDIM) or a PDIM multimedia player interface module.**

This PI is being revised to remove the Malibu and add Steps 1-4 to the Recommendation/Instruction information. Please discard PI0055A.

The following diagnosis might be helpful if the vehicle exhibits the symptoms described in this PI.

Condition/Concern

Some customers may comment on any of the following conditions:

- Blank lines in the song list display
- Incomplete MP3 data that may result in wrong information being displayed
- Poor iPod® or universal mass storage (UMS) performance at start up and potential lack of audio during playback
- Source management difficulties when using more than one Bluetooth® device
- Intermittent device operation from one ignition cycle to the next
- Poor static message translations when using French or Spanish as the default language

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instead of English

- Intermittent clicking, static or audio distortion during iPod® or UMS audio playback
- At ignition ON, the previous radio source, such as AM, FM or XM®, returns to the USB input rather than the previous radio source selection
- The audio source does not revert back to the customer's device after a Bluetooth® call has ended.

These conditions may be caused by a software anomaly.

Recommendation/Instructions

1. Turn ON the ignition.
2. Turn ON the radio.
3. Ensure that some type of USB device is currently installed in the radio.
4. Operate the radio and the USB device in order to verify that one or more of the symptoms described above are present.

   □ If one or more of the symptoms are present, proceed to Step 5.

   □ If one or more of the symptoms are not present, refer to SI.

   Important: Performing Step 5 will determine if the multimedia player interface module (MPIM) should be reprogrammed or replaced and reprogrammed.

5. Press either the: Select or Menu button for approximately 8-10 seconds to display the MPIM hardware and software version level. Observe the hardware and software version level.

   Note: Cx stands for all C hardware and software version level.

   □ If the version level displayed is: Version Cx, proceed to Step 6.

   □ If the version level displayed is: Version DA, proceed to Step 6.

   □ If the version level displayed is: Version DB or greater, proceed to Step 7.
6. Replace the MPIM. Refer to Multimedia Player Interface Module replacement in SI.

   Proceed to Step 7.

   Note: On TIS2WEB the revised calibration for this reprogramming may be referred to as PDIM Multimedia Player Interface Module - Programming.

7. Reprogram the MPIM using the latest calibration available on TIS2WEB. Refer to the Service Programming System (SPS) procedures in SI.
   7.1. During programming, the battery voltage must be maintained within the proper range of 12-15 volts. Only use the approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent during programming.
   7.2. When using a multiple diagnostic interface (MDI) for reprogramming, ensure that it is updated with the latest software version.
8. After successfully reprogramming the MPIM, ensure that any necessary post-programming procedures are performed. Refer to > Programming and Setup > Diagnostic Information and Procedures > Control Module References > Multimedia Player Interface Module Programming and Setup in SI.

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"iPod is a registered trademark of Apple, Inc."

"XM is a registered trademark of XM Satellite Radio Inc."

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Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R5537	Multimedia Player Interface Module Replacement	Use Published Labor Operation Time
R9780*	Multimedia Player Interface Module - Reprogramming with SPS	0.4 hr
*This is a unique labor operation for PI use only. It will not be published in the Labor Time Guide.		

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

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