



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Unable to Access MP3 Files on CD, Bluetooth Connectivity, No Audio After a Bluetooth Call, Phone Book Usage Issues

**Models:** 2013 Buick LaCrosse  
2013 Chevrolet Malibu  
Equipped with Radio RPOs UFU and UP9 with AUI

2012 Buick LaCrosse, Regal, Verano

2012 Chevrolet Equinox, Volt

2013 Chevrolet Malibu ECO

2012 GMC Terrain

Equipped with Radio RPOs UFU and UP9

*This PI is being revised to update the Models and radio RPOs and add last bulletin under Condition/Concern. Please discard PI0693B.*

### Condition/Concern

Customers may comment on any of the following concerns:

- Customer cannot search music category list in Menu, cannot search folders on a MP3 CD, MP3 file scanning is not working, or indexing is not working.
- Radio does not always connect to the last bluetooth device after an ignition cycle. Radio may connect to a different phone that was paired to radio at a different time.
- Unable to delete a paired Bluetooth phone or access the phone menu. This concern is due to the phone book not being completely loaded prior to attempting to use the connected device.  
**Note:** Before installing software, please check and see if the customer has accepted phonebook download or phone connection to radio or the phone itself. The best way to do it is to delete the phone from the radio, THEN delete the radio from the phone. Finally, perform a fresh pairing and see if the phone presents any request for connection or phone book. This may appear in the main screen or on the top bar. Please see [onstar.com/bluetooth](http://onstar.com/bluetooth) for instructions for the specific phone.
- Intermittently the system displays "Phonebook not supported" when using voice recognition to place an outbound call on an iPhone.
- Incorrect phone number is dialed. If customer had +1 numbers stored, the radio truncates the last number-only 10 digits stored, thus the last number was dropped.
- Voice Dialing phonebook and Touch Screen phonebook not the same. Voice recognition phonebook displays previous contact information. If you had your phone connected and then shut off the car and added a new phone number, when you started the car again you would see it screen but when you try to dial that number through voice recognition it will not recognize it.
- No audio for previous station after ending a phone call. Either another phone call or ignition cycle will recover. Most likely to occur with HTC

phones and user is in a call prior to entering the vehicle.

- Unable to use voice dialing when name contains non-standard keyboard characters.
- If phonebook contact card had multiple work phone numbers the 2nd number would show up as "Other", and when selected it would dial either the home or mobile number.
- Charge summary screen not displayed if vehicle powered off while in XM band (Volt only).
- Charge time selection was in 1 hour increments/decrements. This software allows 15 minutes increments/decrements (Volt only).
- User selected charging mode not highlighted in selection screen, always defaulted to first selection in list. This update highlights the last user selected charging mode (Volt only).
- Faceplate lights flash when radio is off (Malibu Eco, Verano, LaCrosse only).
- Pressing the steering wheel controls push to talk button when the radio is on has no response or "Voice Recognition Not Available" response
- Radio displays "NO XM SIGNAL." (XM audio is being received and heard)

## Recommendation/Instructions

An updated software calibration has been released to address these conditions.

Do not attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. When using a MDI for reprogramming, ensure that is updated with the latest software version. Use TIS2WEB on or after 06/08/12 to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center (TCSC) and it will be provided.

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.  
**Note:** Ensure Techline Infotainment DVD version 1.0 (or later) has been installed BEFORE attempting to download files onto the USB 2.0 storage device. Refer to PI0744 for loading the DVD files onto the computer.
2. Reprogram the radio. Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
  - 2.1. Connect the MDI to the vehicle.
  - 2.2. Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
  - 2.3. Select RAD Radio USB File Transfer (RPO UFU/UFW/UFF) — Programming from the Supported Controllers screen.
  - 2.4. Select Next from the Calibration screen.  
**Caution:** All data will be REMOVED from the USB 2.0 storage device BEFORE the calibration is downloaded onto the USB 2.0 storage device. To ensure important information is NOT erased from the USB 2.0 storage device, always verify that NO information is stored on the USB 2.0 storage device BEFORE beginning the calibration download. If required, transfer important files to another storage device BEFORE beginning the calibration download.  
**Note:** When using a USB 2.0 storage device, make sure it is a known good device with a light to confirm the device is reading/writing when attempting to access data and has a minimum drive space of 2GB. The USB 2.0 storage device must be installed into the vehicle prior to selecting "Update Radio Software." Do NOT remove the USB 2.0 storage device while the update is in progress. The clock will have to be set to the correct time after performing the update.
  - 2.5. Insert the USB 2.0 storage device into the USB port of the computer.
  - 2.6. Follow the on-screen instructions.
  - 2.7. After the files are downloaded to the USB 2.0 storage device, remove the USB 2.0 device from the computer.
  - 2.8. Locate the radio USB port in the vehicle.
  - 2.9. Insert the USB 2.0 storage device into the vehicle USB port.
  - 2.10. The radio will display "No Music Files Found" – IGNORE this message.
  - 2.11. Press the following radio buttons to start the update: CONFIGURATION SETTINGS>RADIO SETTINGS>SOFTWARE VERSIONS MENU>UPDATE RADIO SOFTWARE.
3. Clear all diagnostic trouble codes (DTCs).

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R0759	Radio Reprogramming with SPS	Use Published Labor Operation Time

## Programming/Reprogramming Checklist

- Turn OFF or disable any electrical system, accessory or component that may put an additional electrical load on the vehicle battery during reprogramming.
- Only program a module when you have been instructed to by Service Information (SI), a Bulletin, TAC or a Techline operator.
- You **MUST** refer to **Control Module References** in SI for the appropriate Programming and Setup procedures.
- Thoroughly review the Service Programming System (SPS) in SI **BEFORE** reprogramming any module.
- Some modules will require specific additional programming setup events to be performed **BEFORE** reprogramming. Refer to **Control Module References** for the appropriate Programming and Setup procedures in SI.
- Follow all on-screen instructions in SPS. Verify that the ignition switch is in the proper position.
- If a wireless connection will be used for reprogramming, a secure service department connection **MUST** be used. **DO NOT** use any public WiFi connection from the customer lounge.
- **DO NOT** run other programs on the computer while reprogramming.
- Use the approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or the GR8 (EL50313) in the power supply mode.
- **DO NOT** disturb the vehicle, programming device(s) or operate any of its features during reprogramming.
- Some modules will require specific additional programming setup events to be performed **AFTER** reprogramming. Refer to **Control Module References** for the appropriate Programming and Setup procedures in SI.
- Verify that all DTCs are cleared after performing the reprogramming event.
- In the event of an interrupted or unsuccessful reprogramming event, document the SPS Error. **DO NOT** cycle the ignition. **DO NOT** replace the radio. Refer to PI0592A – Service Programming System (SPS) Errors in SI.
- If further assistance is required, call Techline at 1-800-828-6860 (English) or 1-800-503-3222 (French).

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