



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Software Enhancement Update  
Expires with Base Warranty

**MODELS:** 2013 Chevrolet Sonic, Spark, Trax  
Equipped with MyLink Radio (UF7)

The service procedure in this bulletin has been revised. Instructions for determining the version of software installed in the vehicle has been added, along with revisions to Steps 17 and 18. Please discard all copies of bulletin 13128.

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

### PURPOSE

This bulletin provides a service procedure to install software enhancement for the MyLink radio (UF7) on **certain** 2013 model year Chevrolet Sonic, Spark, and Trax vehicles that are equipped with MyLink radio (UF7). This enhancement will add Siri Eyes-Free, BringGo navigation, and TuneIn global internet radio to the MyLink radio.

In addition, it will also address a software anomaly that could cause 1) a Service Rear Camera message to appear on vehicles not equipped with the option when the vehicle is shifted to Reverse; 2) the Bluetooth function and SiriusXM radio to become inoperative; and 3) cause the radio to return to the FM or SiriusXM default channel upon vehicle ignition, rather than the last channel selected.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is Copyright 2013 General Motors. All Rights Reserved.

important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

## PART INFORMATION

No parts are required for this update.

## SERVICE PROCEDURE

### **Part 1 (SPS Programming)**

**Important:** If software version 13.01 or later is already installed, no further action is required. Do NOT reprogram the radio. Refer to *Warranty Transaction Information* in this bulletin. To check software version, on the radio, press the "Home" button icon, select "Settings", and then "System Version".

1. Reprogram the radio using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.
2. Proceed to *Part 2 (USB Programming)* in this bulletin.

### **Part 2 (USB Programming)**

**Note:** The radio will be set back to factory defaults after this update has been completed. Please note any custom settings prior to updating.

**Important:** This procedure is a USB flash drive programming event. This procedure requires a USB 2.0 flash drive. The minimum USB flash drive capacity requirement is 4 GB. 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. Update the radio again, this time using a *USB FLASH DRIVE* and the Service Programming System (SPS) with the file available on TIS2WEB. Refer to the SPS procedures in SI.
2. Select A11 Radio USB File Transfer - Programming from the Supported Controllers screen.
3. Select Next from the Calibration Selection 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. 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.

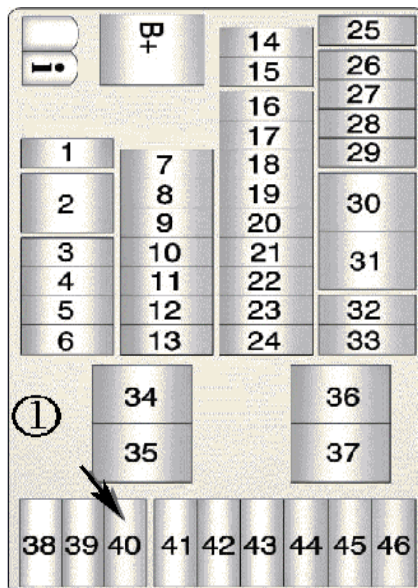
4. Insert the USB 2.0 storage device into USB port of computer.
5. Follow the on-screen instructions.
6. After the files are downloaded to the USB 2.0 storage device, eject and remove the USB 2.0 storage device from the computer.
7. Locate the radio USB port in the vehicle and insert the USB drive.



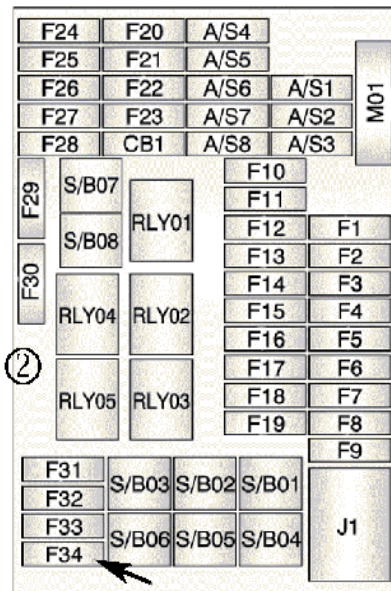
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8. If you see the message as shown above "The following update file is Invalid SMD file," continue to the next step. Otherwise, skip to Step 14.

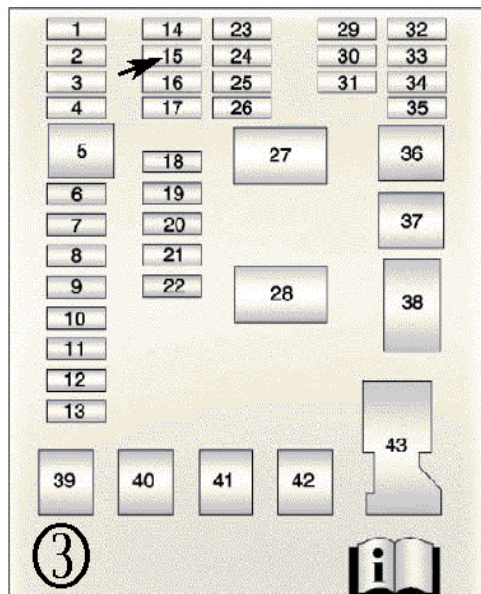
#### Fuse Block Locations (Driver Side IP)



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9. With the ignition off, pull the OnStar® 10 amp fuse from the fuse block of vehicle.
  - (1) Spark
  - (2) Trax
  - (3) Sonic
10. Turn the ignition back on.



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11. On the radio, go into settings and adjust the time 1 hour and change the date to 1/01/2013.
12. Return to the home screen and verify the date change before continuing.
13. If the date did not change, key-cycling the car may be necessary.
14. Insert the USB drive into the radio USB port in the vehicle.

**Note:** If you still see the message “The following update file is Invalid SMD file,” the date has not been changed correctly on the radio.



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15. When the update info screen comes on, select UPDATE.

**Note:** If UPDATE is not selected within 10 seconds, the screen will disappear and the USB drive will have to be removed and inserted again to start the update process.

16. After the USB programming has completed, remove the USB drive and turn the ignition off, wait no less than one full minute and then turn back on.

17. With the ignition turned back off, install the OnStar® fuse back into the fuse block.

18. With the ignition turned on, check the date and time on the radio and change back to today's date as necessary.

19. Factory reset the radio by selecting Home>Settings>Radio Settings (Scroll down to the next page on the radio display)>Radio Factory Settings. Select "Yes."

20. Clear any DTCs.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
V2837	Software Enhancement Not Req'd (new version already installed)	0.2
V2838	Software Enhancement Installed	0.6

**DEALER PROGRAM RESPONSIBILITY**

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES  
DCS2977  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 4, 2013

Subject: 13128A – Service Update  
Software Enhancement Update  
Revised Service Procedure

Models: 2013 Chevrolet Sonic, Spark, Trax, Equipped with MyLink Radio (UF7)

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
and Warranty Administrator

The service procedure in bulletin 13128A has been revised. Instructions for determining the version of software installed in the vehicle has been added, along with revisions to Steps 17 and 18. Please discard all copies of bulletin 13128.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES