



Service Bulletin

PRELIMINARY INFORMATION

Subject: Radio Locked Up and Does Not Respond to User Input

Models: 2013 Buick Encore, Regal, Verano
2013 Buick LaCrosse (without RPO AUI)
2013 Chevrolet Camaro, Cruze, Equinox, Volt
2013 Chevrolet Malibu (without RPO AUI)
2013 GMC Terrain
Equipped with Radio RPOs UFU (w/UP9) and/or UHQ

This PI is being revised to update Recommendation/Instructions. Please discard PI0868.

Condition/Concern

Some customers may comment that the radio does not respond and appears to be locked up.

This condition may be caused by a radio software anomaly.

Recommendation/Instructions

Technicians should first recover and then reprogram the radio.

Recover the radio following these steps:

Note: All radio settings will be lost and returned to default after this procedure is completed. Technicians should note customer settings and presets to restore them after programming had been completed.

1. Turn on the vehicle and verify the radio locks up shortly after IGN-RUN; normally within 30 seconds of turning the vehicle on.
2. Turn the vehicle off, remove key from ignition, open and close the driver's door and let the vehicle go to sleep. Wait about 90 seconds after all the lights have turned off.
3. Open the door, connect the MDI and recover the radio using SPS programming. Select "RAD – Radio- Programming" followed by the selection titled "Use only for PI0868: For lockup condition in UFU/UHQ radios." Do not turn the vehicle on or press any button on the radio faceplate while programming.
4. After the recovery file completes, you can turn the vehicle on and the radio should function normally.
5. Technicians should proceed with a second SPS programming event, listed below, to install software into the radio to prevent this concern from happening again.

Reprogram the radio following these steps:

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.

Note: It is essential that the TIS terminal, MDI, Tech 2® and/or Scan Tool are updated with the latest software available.

1. 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 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/A11 – USB File Transfer (RPO UFU / UFW / UFF / UHQ) - Programming” 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.
 12. Insert the USB flash drive into the USB port of the vehicle and on the radio select Home Screen, Config, Radio Setting, Software Version Menu, Update Radio Software.
 13. When the programming event has completed, turn off the ignition for 60 seconds.
 14. Remove the USB flash drive.
 15. The vehicle **MUST** now be calibrated.
 16. Return to the SPS programming screen. Select J-2534 MIDI from the Select Diagnostics Tool and Programming Process screen.
 17. Select RAD: Radio Programming.
 18. 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.
 19. Once you have selected the proper vehicle options, you may initiate SPS programming.
 20. The radio **MUST** now be reset.
 21. Press the following radio buttons to start the update: Config>Radio Settings>Software Versions Menu>Clear and Reset Radio.
 22. Select “Yes” to reset the radio. Upon completion of this step, the radio is updated.
 23. Allow the radio to return to normal operation.

Note: The navigation radio will be returned to factory default value during this upgrade.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R9817*	Radio Recovery and Reprogramming with SPS	0.6 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

Additional Keywords: inop, inoperative

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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