Service Bulletin

BUICK	CHEVROLET	GMC	GM CANADA

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Connected Navigation Radio Voice Command Not Working
Expires with Base Warranty

MODELS: **2013 Buick LaCrosse, Regal, Verano**
2013 Chevrolet Camaro, Cruze, Equinox, Malibu, Volt
2013 GMC Terrain
Equipped with Connected Navigation Radio (UHQ)

> **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 update the Navigation radio software on **certain** 2013 model Buick LaCrosse, Regal, and Verano, Chevrolet Camaro, Cruze, Equinox, Malibu, and Volt, GMC Terrain vehicles equipped with a navigation radio (UHQ). A programming error in the software will prevent the navigation voice command from working. However, the customer will be able to enter information using the keypad when the vehicle is stopped.

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 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 service update.

SERVICE PROCEDURE

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 and MDI 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.

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 – "RAD/A11 - USB File Transfer - 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.

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."

9. Monitor the Progress Status bar at the bottom of the SPS Special Function screen.

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 2.0 storage device into the vehicle USB port.

13. The radio will display "No Files Found" – ignore this message!

14. Press the following radio buttons to start the update: Config>Radio Settings>Software Versions Menu>Update Radio Software.

15. When the programming event has completed, turn off the ignition for 60 seconds.

16. Remove the USB flash drive.

17. The vehicle MUST now be calibrated.

18. Return to the SPS programming screen. Select J-2534 MDI from the Select Diagnostics Tool and Programming Process screen.

19. Select RAD: Radio Programming.

20. 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.

21. Once you have selected the proper vehicle options, you may initiate SPS programming.

22. The radio MUST now be reset.

23. Press the following radio buttons to start the update: Config>Radio Settings>Software Versions Menu>Clear and Reset Radio

24. Select "Yes" to reset the radio. Upon completion of this step, the radio is updated.

25. Allow the radio to return to normal operation.

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

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2762	Update Navigation Radio Software	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.