



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tip - Programming Concerns Following Radio Replacement

**Models:** 2014 Chevrolet Cruze  
With Diesel Engine RPO LUZ  
Radio RPO UFU (& UP9) or UHQ (& UP9)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some technicians may report that they cannot program a replacement radio even though they ordered the original radio part number.

Some early built vehicles may be equipped with a 1st design radio but TIS2web only supports programming of 2nd design radios. As a result, only 2nd design radios should be used when replacing the radio in one of these vehicles. If a 1st design radio is installed during service, the technician will encounter programming difficulties. Typically this concern happens if the dealer supplies their ESC with the part number listed on the original radio (could be 1st or 2nd design) rather than supplying them with the latest part number listed in the parts catalog (2nd design).

### Recommendation/Instructions

To ensure that a second design replacement radio is received during service, the latest radio part number listed in the electronic parts catalog should be ordered rather than using the part number that is found on the original radio.

**Important:** Equivalent refurbished radios may be received with a different part number.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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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