



Service Bulletin

File in Section: -

Bulletin No.: PI1114B

Date: May, 2014

PRELIMINARY INFORMATION

Subject: Radio Locks Up and/or Resets, Bluetooth® Pairing, Voice Recognition and Navigation Updates

Models: 2014 Buick Encore, Verano
2014 Chevrolet Camaro, Cruze, Equinox, Malibu, Orlando (Canada Only), Volt
2014 GMC Terrain
Equipped with Radio RPOs UFU (w/UP9), UHK, UFW, UHR, UHJ, UFF or UHQ

Attention: This PI also applies to any models that may have a export vehicle.

This PI has been revised to update the Recommendation/Instructions.
Please discard PI1114A.

Condition/Concern

Some customers may comment on the following concerns:

- Navigation traffic flow lines do not display correctly
- Cannot enter a destination
- Navigation split screen display issues
- Radio locks up at "Calculation Route" screen
- Radio locks up at "Navigation Initializing" screen
- Radio locks up with Guidance Alert
- Radio locks up when editing a destination address
- Navigation scale display does not display correctly
- Navigation changes map modes after phone call
- Phone pairing concerns
- Voice recognition phone book inoperative until after a complete ignition cycle
- Navigation POI's not listed correctly
- Unable to call POI's
- Navigation POI's flickering on display
- Navigation "Show Traffic Events on Map" not fully functional
- Navigation shows Province list as State
- Radio resets with no user input

Recommendation/Instructions

Before reprogramming the radio, make sure the latest Techline Infotainment DVD software update (IN 2013.05 DVD) has been installed. Refer to the latest version of PI0744 Instructions for Installing Techline Infotainment DVD in SI.

An updated radio software calibration has been released to address the above conditions. Update the radio using a **USB FLASH DRIVE** and the Service Programming System (SPS) with the files available on TIS2WEB. Refer to the SPS procedures in SI.

Note: Some vehicle radios will not start the update process automatically. After inserting the USB stick into the USB port and the update does not start, select software update in the radio settings.

Note: The radio will check and verify files on the USB stick before the update starts. This may take up to 10 minutes.

Note: The software update has 5 steps to complete. After step 4 has been completed, the screen may go blank for several minutes.

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.

When the USB programming event has completed, turn off the ignition for 60 seconds and remove the USB drive. Turn the ignition on and factory reset the radio.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS	Use Published Labor Operation Time