



Service Bulletin

File in Section: -

Bulletin No.: PIC5969

Date: March, 2014

PRELIMINARY INFORMATION

Subject: Radio Not Or Incorrectly Displaying Pandora And XM Travel Link Icons

Models: 2014 Chevrolet Cruze
with Radio RPO UHQ and Engine RPO LUZ

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

Condition/Concern

Customers in the United States may report that they are missing the Pandora and/or Movie and Fuel Prices (Travel Link) icons on the radio. Furthermore, customers in Canada may report that the Pandora and/or Movie and Fuel Prices (Travel Link) icons are displayed, but they are unable to obtain service.

Note: Pandora and XM Travel Link services are currently not supported in Canada.

Recommendation/Instructions

Engineering has identified a Radio Software concern. Dealer technicians will need to reprogram the radio using SPS programming to correct the condition. When the programming is complete, turn off the ignition and open the driver's door to cancel RAP. Turn the ignition on and verify the radio display icon status.

U.S vehicles - Will have the Pandora, Movie and Fuel Prices (Travel Link) icons on the radio display.

Canada Vehicles - Will no longer have the Pandora, Movie and Fuel Prices (Travel Link) icons on the radio display.

Warranty Information

For vehicles repaired under warranty use:

| Labor Operation | Description | Labor Time |
|-----------------|----------------------------|------------------------------------|
| 2810335 | Radio programming with SPS | Use Published Labor Operation Time |

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.