



Service Bulletin

File in Section: -

Bulletin No.: PIC5977

Date: April, 2014

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.