



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** iPhone Loses Pairing-Bluetooth Connection And Audio Concerns-Street Names Flickering-TBT Routing Screen Displayed After Download is Finished-XM Weather Alerts Cannot Be Selected Off

**Models:** 2014-2015 Buick Encore, Verano  
2014-2015 Chevrolet Camaro, Cruze, Equinox, Malibu, Orlando (Canada Only), Volt  
2014-2015 GMC Terrain  
2014 Chevrolet SS, Caprice PPV  
Equipped with RPO UFU w/UP9 or UHQ

*This PI was superseded to update Recommendation/Instructions. Please discard PIC6077B.*

### Condition/Concern

Some customers may comment on one or more of the following concerns:

- After pairing their iPhone to the radio, the phone does not automatically re-pair and is no longer shown in the radio's "Device List".
- XM Weather Alerts Activate Automatically after an ignition cycle
- The bluetooth connection may be lost when replying to a text message.
- (OnStar)(TBT route download) "Routing" screen appears and stays on display even though the route requested had finished downloading.
- USB audio still plays through speakers while BT phone call is in session (No audio from phone).

### Recommendation/Instructions

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.

**Important:** For 2014 model year vehicles, please contact Techline for VCI programming assistance since the fix is only available in TIS2Web as 15 MY software only. A VCI will be required to install this update into a MY 14 vehicle. Please contact Techline for VCI.

Before reprogramming the radio, make sure the latest Techline Infotainment DVD software updates (2014.16 and 2014.17) have been installed. Refer to the latest version of PI0744 Instructions for Installing Techline Infotainment DVD 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.

**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, MDI, Tech 2® and/or Scan Tool 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. Note: During programming, the battery voltage MUST be maintained within the proper range of 12-15 volts.
  3. Connect the Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or an equivalent to the battery.
  4. Connect the MDI to the vehicle.
  5. Turn ON the ignition, with the engine OFF.
  6. Select: J-2534 MDI from the Select Diagnostic Tool and Programming Process screen.
  7. Select: RAD/A11 – “RAD/A11 - USB File Transfer - Programming” from the Supported Controllers screen. Refer to SI and SPS for programming instructions, if required.
  8. 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.
  9. Select: NEXT from the SPS Special Function screen.
  10. Monitor the Progress Status bar at the bottom of the SPS Special Function screen.
  11. 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.”
  12. Remove the USB flash drive from the computer when the Progress Status bar indicates that the software download has been completed.
  13. Press FINISH from the SPS Special Function screen. DO NOT wait for the Completion screen to appear on the display.
  14. Insert the USB 2.0 storage device into the vehicle USB port.
  15. The radio will display “No Files Found” – ignore this message!
  16. Press the following radio buttons to start the update: Config>Radio Settings>Software Versions Menu>Update Radio Software.
  17. When the programming event has completed, turn off the ignition for 60 seconds.
  18. Remove the USB flash drive.
  19. The vehicle MUST now be calibrated.
  20. Return to the SPS programming screen. Select J-2534 MDI from the Select Diagnostics Tool and Programming Process screen.
  21. Select RAD: Radio Programming.
  22. 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.
  23. Once you have selected the proper vehicle options, you may initiate SPS programming.
  24. The radio MUST now be reset.
  25. Press the following radio buttons to start the update: Config>Radio Settings>Software Versions Menu>Clear and Reset Radio.
  26. Select “Yes” to reset the radio. Upon completion of this step, the radio is updated.
  27. Allow the radio to return to normal operation.
  28. Note: The radio will be returned to factory default value during this upgrade.
- Note: After performing this software update on the radio, please advise the customer to have the iPhone updated to the latest software version. The iPhone will need to have all running background apps closed and a soft reset performed before a fresh pairing to the vehicle is completed.
  - Perform a “soft reset” on the iPhone by holding the Home and the Sleep/Wake buttons simultaneously for 10-20 seconds.
  - Close all apps running in the background by pressing the "Home" button twice and then swiping the apps upwards. This should be performed frequently to keep the iPhone running at an optimum level

In some rare cases, the concern may persist after the update has been applied and the iPhone has been updated and reset. Please inform the customer that Engineering is aware of this issue and looking into the situation for root cause.

## Warranty Information

For Vehicles Repaired Under Warranty; Use

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

## Customer Information

If the concern persists after these procedures have been performed, please communicate to the customer that we apologize for this inconvenience and that

General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available.

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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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