



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent Radio Audio/Display/Control and Resetting Concerns

Models: 2014-2016 Buick Encore, Verano
2014-2015 Chevrolet Camaro, Volt
2014-2016 Chevrolet Cruze, Equinox, Malibu, Orlando (Canada Only), SS
2014-2016 GMC Terrain
Equipped with RPO UFU, UP9, UP9 w/UHQ, UHK, UFW, UHR, UHJ, or UFF

This PI was superseded to update updated to correct labor operation and change recommendations. Please disregard PIC6106A.

Condition/Concern

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

- The radio display will freeze, go blank and come back on after a few seconds. The display may show the splash screen or come back on to the last screen that was displayed. The customer may notice a loss of radio control shortly before the concern occurs
- The radio display may freeze for an entire ignition cycle. The display may be frozen on the wrong screen, be distorted, or have lines going through it when the concern is present. The display cannot be changed and normal operation will resume after an ignition cycle.

Recommendation/Instructions

At times a reset can occur during higher than normal data traffic with the radio, such as leaving a planned route that causes the radio to reroute, Bluetooth streaming, or at start up when Bluetooth or USB is loading. An updated radio and 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

Contact Techline (TCSC) for programming assistance if needed 1-800-828-6860.

Note: Some vehicles may require a VCI number from TCSC if the radio part number does not show in the dropdown list in order to complete programming.

Note: The USB update required is not included on the latest Techline DVD release. At this time the needed update is available directly from TIS2WEB ONLY. This PI will be updated when the next DVD release (to include this USB update) becomes available.

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 3 minutes.
18. Remove the USB flash drive
19. THE RADIO MUST NOW BE RESET
20. Press the following radio buttons to reset the radio: Config>Radio Settings>Software Versions Menu>Clear and Reset Radio.
21. Select “Yes” to reset the radio. Upon completion of this step, the radio is updated.
22. Allow the radio to return to normal operation
23. Note: The radio will be returned to factory default value during this upgrade.

Parts Information

If after performing the USB update the concern is still experienced by the customer, then radio replacement will be needed. Verify the radio is replaced with the current part numbers per the chart below, replace the radio by ordering the correct part number listed for the appropriate vehicle. Please refer to PIT5411 for the latest part restriction process.

Vehicle	Radio ROP UP9	Radio ROP UP9 w/UHQ
Equinox	23284452	23289269
Terrain	23284452	23289269
Cruze	23284452	23289269
Verano	23284452	23289269
Camaro	23289896	23289895
Malibu	23284461	23287674
Encore	23284452	23289269

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3420840	Radio Replacement	Use Published Labor Operation Time
2810335	Radio Reprogramming with SPS	Use Published Labor Operation Time

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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