



# Program Bulletin

## SB-10056598-7889



# CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Navigation Radio Loss of Customer Settings

**MODELS:** 2010 Buick LaCrosse  
2010 Cadillac SRX  
2010 Chevrolet Equinox  
2010 GMC Terrain  
2011 Buick LaCrosse, Regal  
2011 Cadillac SRX  
2011 Chevrolet Cruze, Equinox  
2011 GMC Terrain

This bulletin has been revised to update the service procedure by beginning with an inspection of the existing software version to determine whether this software update is required or not. The service procedure has also been updated to include several notes to stress the importance of being patient during the update, outline some normal behaviors that may be noted during the update, clarify what needs to be done at the end of the update and to include additional photos. Please discard all copies of bulletin 13322.

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THIS PROGRAM IS IN EFFECT UNTIL JANUARY 31, 2017.  
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### CONDITION

Certain 2010 model year Buick LaCrosse; Cadillac SRX; Chevrolet Equinox; GMC Terrain and 2011 model year Buick LaCrosse; Buick Regal; Cadillac SRX; Chevrolet Cruze; Chevrolet Equinox; GMC Terrain vehicles equipped with navigation radios may experience various performance issues including clock inaccuracy, navigation-route resets, loss of radio-station presets, and time-shift malfunction (link).

### CORRECTION

Dealers are to inspect the radio software version and, if necessary, reprogram the radio-control module and, if necessary, recalibrate the audio system.

## VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

## PART INFORMATION

No physical parts are required.

## SERVICE PROCEDURE

### **Software Version Verification**



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To determine the radio control module software version, navigate to the Map Database Information screen using the radio. Use the following navigation path: CONFIG>NAV>Map Database Information. Refer to the Application Version field on screen to determine the software version. Refer to photograph.

**Note:** The software version will appear on the screen in one of the following formats: U0802 or 0802. The “U” may NOT be present. Refer to the table below to determine if a software update is required.

- If an update is required, refer to Radio USB Programming for Navigation Software in this bulletin.
- If an update is NOT required, no further action is required.

<u>Region</u>	<u>Update is Required</u>	<u>Update NOT Required</u>
US	U306, U318, W002, U40D, U413, U415	U514, U515, U520, U602, U603, U701, U803
MX	02D2, 02F2, 0408, 02F7	0800, 0505, 0601
EU	0271, 02C2, 02F6, 0305, 0314, 0316, 040B, 0409, E40D	0800, 0506, 0507, 0508
ME	02C6, 02E4, 02F6, 0318, 0404	0800, 0504, 0601
CN	0183, 31E9, 0222, 3241, 3255, 3258, 4272, 4275, 4281, 42B1, 42B5, 42B7, 430A, 4502, 4702, 4703,	0802, 5007, 5105, 5102, 5106, 5107, 5500, 5502, 5504, 5506, 6101
KR	02B5, 02B6	0800
TW	02A0, 02C5	0800
JP	00D0, 0131	0800
AU	0301, 0306	0800, 0501, 0502, 0505, 0506

### Radio USB Programming for Navigation Software

**Note:** Carefully read and follow the instructions below.

- Do NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. **DO NOT** connect a battery charger.
- This procedure begins with a USB flash drive programming event. Any existing data on the USB flash drive will be erased during the TIS2WEB-to-USB flash drive download procedure. To ensure important data **IS NOT** deleted from the USB flash drive, transfer the data from the USB flash drive onto another approved 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.
- If the radio display goes blank during/after the USB programming process but radio communication is maintained, it may be necessary to perform a faceplate/display reset with the scan tool.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Note:** During programming, the battery voltage **MUST** be maintained within the proper range of 12-15 volts.

1. Connect the Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or an equivalent to the battery.
2. Connect the MDI to the vehicle.
3. Turn ON the ignition, with the engine OFF.
4. Select: J-2534 MDI from the Select Diagnostics Tool and Programming Process screen.
5. Select: RAD – “Radio USB Programming for Navigation Software – Setup”, from the Supported Controllers screen. Refer to SI and SPS for programming instructions, if required.
6. 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.
7. Select NEXT from the SPS Special Function screen.
8. Monitor the Progress Status bar at the bottom of the SPS Special Function screen.

**Note:** The files have been successfully loaded onto the USB flash drive when the Progress Status bar is completely shaded and the SPS Special Functions screen displays the following message: “Remove the USB stick and insert into the vehicle USB port.”

9. Remove the USB flash drive from the computer when the Progress Status bar indicates that the software download has been completed.
10. Press FINISH from the SPS Special Function screen. **DO NOT** wait for the Completion screen to appear on the display.

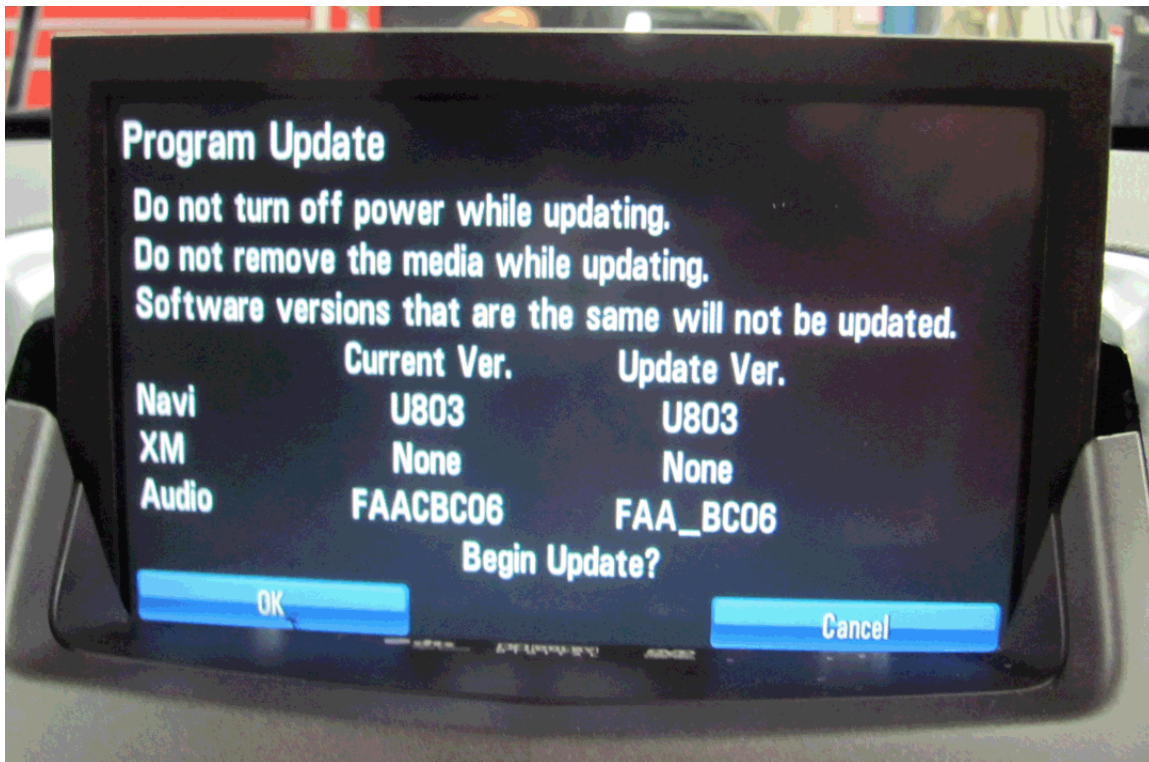
**Note:** On Cadillac SRX vehicles, turn on the radio and press the NAV button to raise the viewscreen. If this is not done before inserting the USB drive, you will not be able to operate the “OK” button in the following step.

11. Insert the USB flash drive into the USB port of the vehicle. The radio will display the title “Program Update” along with warnings not to interrupt power or remove the media. A bar graph will form indicating progress and an “OK” button will appear. PRESS the appropriate radio button or area of the screen to activate the “OK” command and begin programming.



**Note:** Typically the programming event will take about 45 minutes to complete. The programming event may require more or less time to complete. Wait for the programming to complete BEFORE performing any action. The SRX viewscreen will lower and the program status bar will NOT be visible during programming. The partially raised viewscreen will be blank but have a white hue during programming. It is normal for the white hue progress bar to stay stationary for several minutes before it initially moves. Once the programming files have been transferred from the USB flash drive to the radio module, the SRX viewscreen will partially raise and display the following message: Program Update. Do not turn off power while updating. Do not remove the media while updating. Disregard the message on the screen.

12. When the programming event has completed, the radio will display Download Complete.



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**Note:** The Download Complete screen appears and disappears in a short period of time. If you are not present when the screen appears, the Program Update screen appears. If the Program Update Screen appears and the current software version field and the update software version field are the same or None or "Same" is listed in the software version fields, select "Cancel" and proceed to step 13.

13. Remove the USB flash drive.

14. Turn OFF the ignition.

14.1 Remove the key fob from the vehicle and ensure the key fob is 4.6 m (15 ft) away from the vehicle.

14.2 Wait 5 minutes BEFORE proceeding to step 15.

15. Turn the vehicle to the RUN position, engine OFF.



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**Note:** The ignition must be in the RUN position to perform step 16. Make sure the HVAC is functional to check that you are in the RUN position. If you can't change the fan speed of the HVAC you are not in the RUN position.

16. Determine if the temperature (1) is displayed on the radio and map screens.
  - If the temperature (1) is displayed on the radio and map screens, no further action is required.
  - If the temperature (1) is NOT displayed on the radio and map screens, a radio calibration MUST be performed. Proceed to step 17.
17. Document the current radio settings so they can be re-entered into the radio after the radio calibration update has been completed.
18. Return to the SPS programming screen. Select J-2534 MDI from the Select Diagnostics Tool and Programming Process screen.
19. Select RAD: Radio Programming from the Supported Controllers Screen.
21. 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.
22. Once you have selected the proper vehicle options, select next to initiate the SPS programming event. Follow on-screen instructions.
23. After performing the radio calibration, re-enter the customer's radio settings documented in step 17.

### CUSTOMER REIMBURSEMENT - For U.S.

Customer requests for reimbursement of previously paid repairs for the condition described in this bulletin are to be submitted to the dealer by January 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

### CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by January 31, 2016.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.



COURTESY TRANSPORTATION – For U.S. and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

**Note:** To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time
9101270	Software Version Verification ---No Further Action Required	0.2
9101097	Radio USB Programming for Navigation Software – Setup Temperature Displayed – No Further Action Required	0.6
9101098	Radio USB Programming for Navigation Software – Setup Temperature Not Displayed - Reprogram Radio (Includes Documenting Radio Settings)	1.2
9101099	Customer Reimbursement Approved	0.2
9101100	Customer Reimbursement Denied - For U.S. dealers only	0.1

**Note:** Customer reimbursement will not close this program. The service procedure must also be performed on the vehicle.

\* The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION – For U.S. and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the U.S. National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through January 31, 2017.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through January 31, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



January 2015

Dear General Motors Customer:

We have learned that your 2010 model year Buick LaCrosse; Cadillac SRX; Chevrolet Equinox; GMC Terrain or 2011 model year Buick LaCrosse; Buick Regal; Cadillac SRX; Chevrolet Cruze; Chevrolet Equinox; GMC Terrain vehicle equipped with a navigation radio may experience various performance issues including clock inaccuracy, navigation-route resets, loss of radio-station presets, and time-shift malfunction (link). In general these conditions are not evident with new radios, although they develop over time with normal radio usage.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will inspect and, if necessary, reprogram your vehicle's radio-control module. This service will be performed for you at **no charge until January 31, 2017**. After January 31, 2017, the cost of this repair will be covered, if at all, by any applicable warranty program.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

**Reimbursement:** Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by January 31, 2016, unless state law specifies a longer reimbursement period.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Alicia S. Boler-Davis  
Sr. Vice President  
Global Quality & Customer Experience

Enclosure  
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