



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** SiriusXM Travel Link Feature Availability

**MODELS:** 2013 Buick Encore, LaCrosse, Regal, Verano  
2013 Chevrolet Camaro, Cruze, Equinox, Malibu, Volt  
2013 GMC Terrain  
Equipped with Panasonic Color Navigation and Color Connected Radios  
(RPO UHQ or UFU & UP9)

Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 6.1.2 - Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this customer satisfaction program but may be displaying the same condition.

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THIS PROGRAM IS IN EFFECT UNTIL JANUARY 31, 2018.  
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### CONDITION

**Certain** 2013 model year Buick Encore, LaCrosse, Regal, Verano, Chevrolet Camaro, Cruze, Equinox, Malibu, Volt, GMC Terrain model vehicles equipped with Panasonic color navigation and color connected radios (RPO UHQ or UFU & UP9), may have a condition that could affect Travel Link (Weather, Movies and Fuel information) selections included with current paid SiriusXM Satellite Radio subscription service.

### CORRECTION

Dealers are to perform a software update to the radio.

### 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 US and Canadian dealers through the GM GlobalConnect Recall Reports. 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 parts are required for this repair.

## SERVICE PROCEDURE

- 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 ECU is not properly configured with the correct calibration software, the ECU 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.
- 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.

1. Install the *EL-49642* SPS Programming Support Tool.
2. Turn the ignition ON.
3. Connect a USB drive to the computer.
4. Access the Service Programming System (SPS) and follow the on-screen instructions.
5. On the SPS Supported Controllers screen, select A11 Radio – USB File Transfer, and follow the on-screen instructions.

**Note:** All existing files on the USB drive will be erased when the new files are copied.

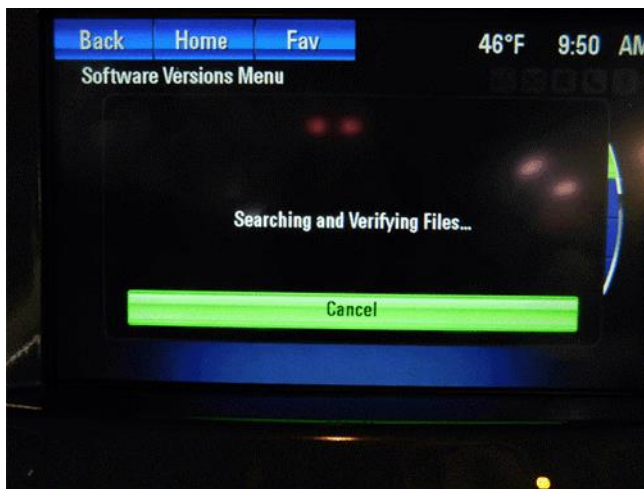
6. Upon completion of the file transfer, remove the USB drive from the computer.
7. Disconnect the *EL-49642* SPS Programming Support Tool.
8. Verify the radio is ON.
9. Connect the USB drive to the USB port in the vehicle.



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10. A No Music Files Found message will appear on the screen. Press OK to dismiss the message.

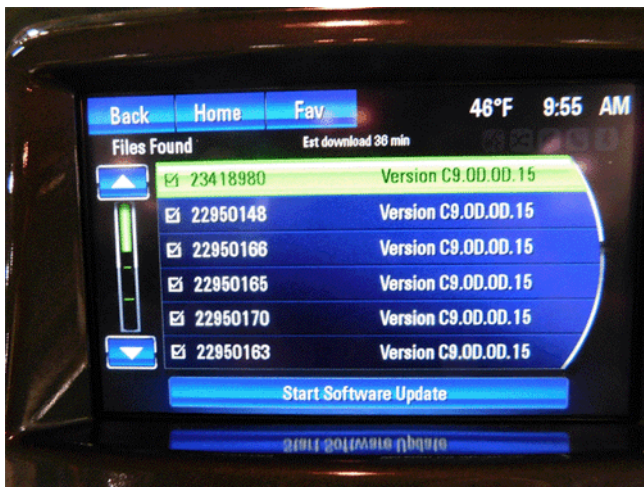
**Note:** Searching and Verifying may display for up to 20 minutes after Update Radio Software is selected.



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11. Using the radio controls, select the following: Config>Radio Settings>Software Versions Menu>Update Radio Software.

**Note:** The radio display may go blank at times during the programming event.



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12. Select Start Software Update when prompted.

**Note:** If prompted, select to overwrite files.

13. Follow the infotainment display on-screen instructions. Programming will take several minutes.

14. When programming is complete, remove the USB drive from the vehicle USB port.

**Note:** The radio will be reset to the factory default settings when a Clear and Reset is performed. The radio display will go blank and audio is lost while the Clear and Reset is being performed.

15. Using the radio controls, select the following: Config>Radio Settings>Software Versions Menu>Clear and Reset Radio>Yes.

16. It is not required to SPS program the radio after the USB programming event has completed.

### COURTESY TRANSPORTATION

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.

Labor Code	Description	Labor Time
9101966	Radio Reprogramming with SPS	0.8

### CUSTOMER NOTIFICATION

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

### DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired 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, 2018.

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, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



January 2016

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2013 model year Buick Encore, LaCrosse, Regal, Verano, Chevrolet Camaro, Cruze, Equinox, Malibu, Volt, GMC Terrain model vehicles equipped with Panasonic color navigation and color connected radios, may have a condition that could affect Travel Link (Weather, Movies and Fuel information) selections included with current paid SiriusXM Satellite Radio subscription service.

Your satisfaction with your <vehicle name> 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 perform a software update to the radio. This service will be performed for you at **no charge until January 31, 2018.**


**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.

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
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
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.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

 15747 - Customer Satisfaction Program - SiriusXM Travel Link Feature Availability  
Updated Date: Dec 18, 2015 14:50 ET

GM CUSTOMER CARE AND AFTERSALES  
DCS3879  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 18, 2015

Subject: 15747 - Customer Satisfaction Program  
SiriusXM Travel Link Feature Availability

Models: 2013 Buick Encore, LaCrosse, Regal, Verano  
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To: All General Motors Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New or Used Vehicle Sales Manager, and Warranty Administrator

General Motors is releasing Customer Satisfaction Program 15747 today. The total number of U.S. vehicles involved is approximately 18,100. Please see the attached bulletin for details.

#### Customer Letter Mailing

The customer letter mailing will begin in the near future.

#### Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated December 22, 2015. A list of involved vehicles in dealer inventory is attached to this message.

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#### Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

GM CUSTOMER CARE AND AFTERSALES

 15747 Bulletin.pdf  15747 US Stock list.xlsx

#### About this Alert

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