



# Service Bulletin

File in Section: -

Bulletin No.: 15-NA-081

Date: May, 2016

## TECHNICAL

**Subject:** Radio Locks Up and/or Resets, Bluetooth® Pairing, 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, Voice Recognition and Navigation Updates, Various Rear Vision Camera Concerns, Podcast Will Not Play, Cannot Edit Device List

**Attention:** This Bulletin also applies to any of the models that may be Export vehicles.

Brand:	Model:	Model Year:		VIN:		Engine:	Radio RPOs
		from	to	from	to		
Buick	Encore	2014	2016			All	UFU, UFF, UFW, UHQ, UHK, UHR or UHJ
Buick	Verano	2014	2016			All	
Buick	Cascada	2016	2016			All	
Chevrolet	Camaro	2014	2015			All	
Chevrolet	Cruze (VIN P)	2014	2016	Only 2014–2016 Model Year Vehicles Built On/After September 16, 2013		Diesel Engine	
				All 2014–2016 Model Year Vehicles		Gas Engine	
Chevrolet	Equinox	2014	2016			All	
Chevrolet	Malibu	2014	2015			All	
Chevrolet	Malibu Limited	2016	2016			All	
Chevrolet	Orlando	2014	2016			All	
Chevrolet	Volt	2014	2015			All	
GMC	Terrain	2014	2016			All	

<b>Condition</b>	<p>Some customers may comment on the following concerns:</p> <ul style="list-style-type: none"> <li>• Navigation traffic flow lines do not display correctly</li> <li>• Cannot enter a destination</li> <li>• Navigation split screen display issues</li> <li>• Radio locks up at “Calculation Route” screen</li> <li>• Radio locks up at “Navigation Initializing” screen</li> <li>• Radio locks up with Guidance Alert</li> <li>• Radio locks up when editing a destination address</li> <li>• Navigation scale display does not display correctly</li> <li>• Navigation changes map modes after phone call</li> <li>• Phone pairing concerns</li> <li>• Voice recognition phone book inoperative until after a complete ignition cycle</li> <li>• Navigation POI’s not listed correctly</li> <li>• Unable to call POI’s</li> <li>• Navigation POI’s flickering on display</li> <li>• Navigation “Show Traffic Events on Map” not fully functional</li> <li>• Navigation shows Province list as State</li> </ul>
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	<ul style="list-style-type: none"> <li>• Radio resets with no user input</li> <li>• 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"</li> <li>• XM Weather Alerts Activate Automatically after an ignition cycle</li> <li>• The bluetooth connection may be lost when replying to a text message</li> <li>• (OnStar) (TBT route download) "Routing" screen appears and stays on display even though the route requested had finished downloading</li> <li>• USB audio still plays through speakers while BT phone call is in session (No audio from phone)</li> <li>• 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</li> <li>• 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</li> <li>• Cannot edit phone device list when full</li> <li>• Radio does not return to the correct screen after rear camera screen</li> <li>• Prevents last rear vision camera screen from showing on the radio</li> <li>• Rear vision camera did not go off in drive</li> <li>• System does not play Podcasts when initiated from the radio</li> <li>• No audio experienced at random conditions but normal chime operation is noted during the concern.</li> </ul>
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## Correction

Follow the Service Procedure steps below to USB and SPS program the radio with the latest TIS2web software files, which are designed to address the above concerns.

### Read First — Important Precautions May Prevent Radio Lock Up

**Important:** Be sure to use a USB 2.0 flash drive formatted to FAT32 with a minimum of 4 GB drive space. Also, it is recommended to use a 'name brand' USB drive to ensure reliable performance.

**Important:** Any existing data on the USB flash drive will be erased during the TIS2WEB-to-USB flash drive download process. 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, and Scan Tool are updated with the latest software available.

**Note:** The updated USB and SPS software calibrations are currently available via TIS2web internet download or on Techline DVD release 2016.23, which started shipping to dealers at the end of February 2016. The DVD is not necessary for this programming event as the files can also be downloaded to TIS2Web via the internet but the download will just take longer without the DVD installed in the dealer server.

**Note:** If programming concerns or SPS error codes are experienced, contact Techline (TCSC) for programming assistance at 1-800-828-6860 (English) or 1-800-503-3222 (French).

**Note:** During programming, the battery voltage *MUST* be maintained within the proper range of 12-15 volts. This programming procedure is time consuming and

radio lock ups have occurred as a result of not using the PSC 550 battery maintainer or equivalent during this programming process.

**Important:** To prevent potential programming concerns, it is suggested to load the USB files to a USB flash drive each time a vehicle is programmed. To prevent potential programming concerns, always start with a FAT32 formatted USB flash drive and download the specific USB files for the VIN you are working on.

**Important:** If the radio appears to lock up at any point in the programming process, let it sit for at least one hour to see if the radio stays on the same exact screen with no sign of progress. If it stays on the same exact screen for over one hour with no sign of progress, the radio has locked up but in most cases the radio can be unlocked/recovered so it is unlikely that radio replacement will be required. To unlock/recover the radio, remove the USB stick (if installed), remove the radio fuse for 30 seconds, re-insert the radio fuse, and start the USB or SPS programming process from the beginning again depending on which programming process was in progress at the time of the lock up.

**Note:** The radio will be returned to factory default value during this upgrade so it is suggested to record all customized values before starting the update so they can be easily restored afterwards.

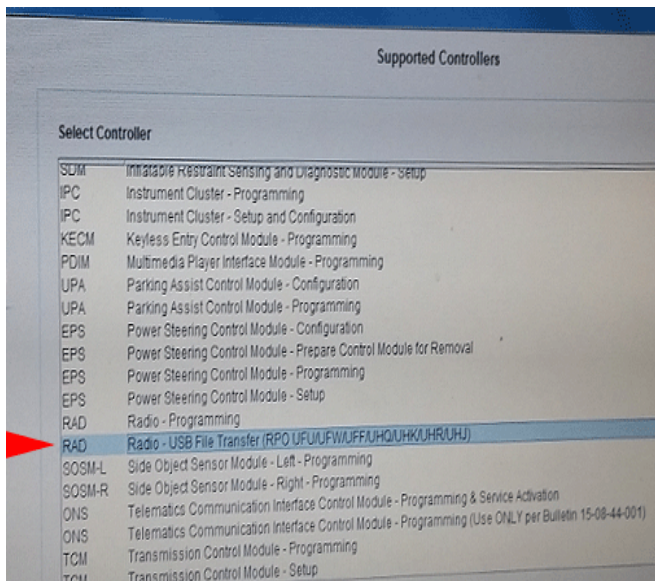
**Note:** If this radio update is performed as a result of phone/Bluetooth related complaints, customers should update their phone to the latest software version and re-pair the phone to the vehicle. iPhones will need to have all apps that are running in the background closed out and a soft reset performed before a fresh pairing to the vehicle is completed. iPhone customers can perform a "soft reset" on the iPhone by holding the Home and the Sleep/Wake buttons simultaneously for 10-20 seconds. They can 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.

**Service Procedure**

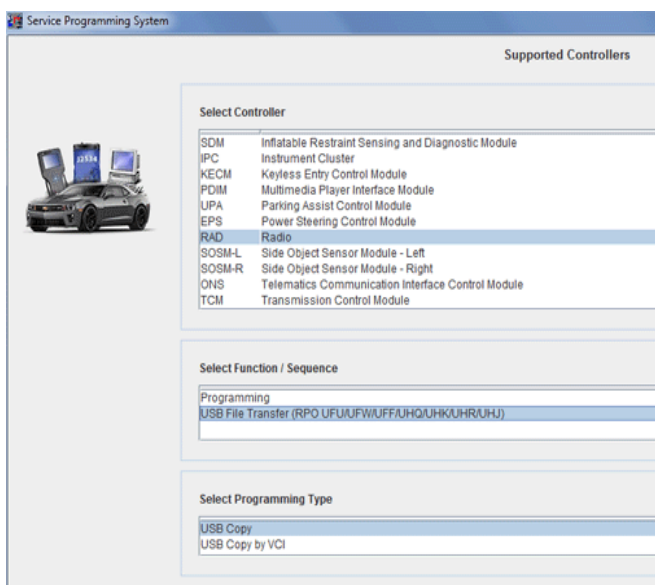
1. Connect the Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or an equivalent to the battery.
2. Navigate to TIS2web Service Programming System and select: J-2534 MDI or MDI2 and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
3. Connect the MDI or MDI2 to the vehicle.
4. Turn ON the ignition and radio so audio is playing with the engine OFF.

5. Select: RAD/A11 – “RAD/A11 - USB File Transfer - Programming” from the Supported Controllers screen and follow the on-screen instructions carefully.



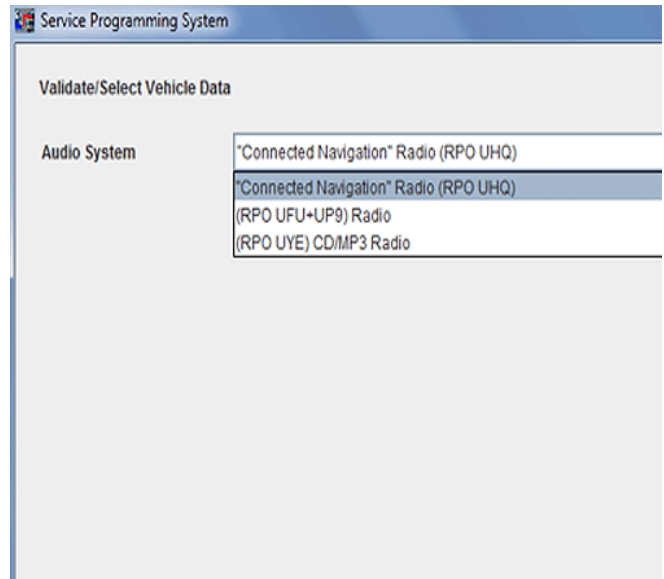
4520348

**Note:** Example of Equinox Supported Controllers Menu



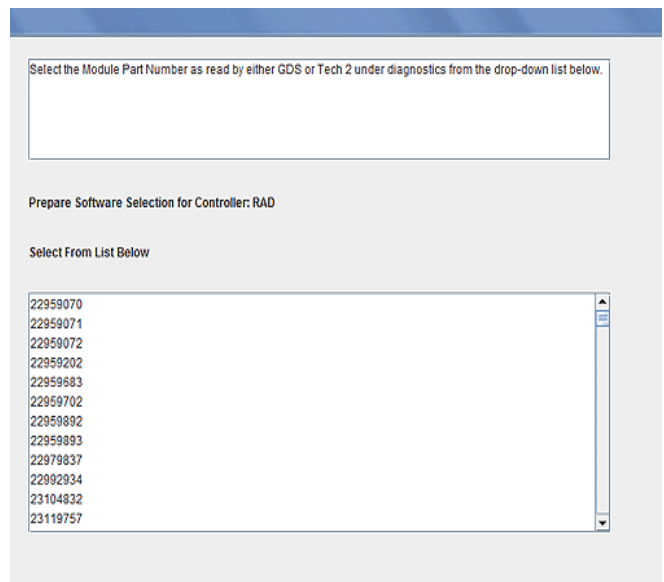
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**Note:** Example of Cruze Supported Controllers Menu



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6. At this point, you *may* be required to select the proper RPO choices for the vehicle you are servicing. Refer to the vehicle SPID label or the vehicle build information in GWM (Global Warranty Management - VIS) to find the specific RPOs that the vehicle is equipped with. Once you have selected the proper vehicle options, click “Next.”



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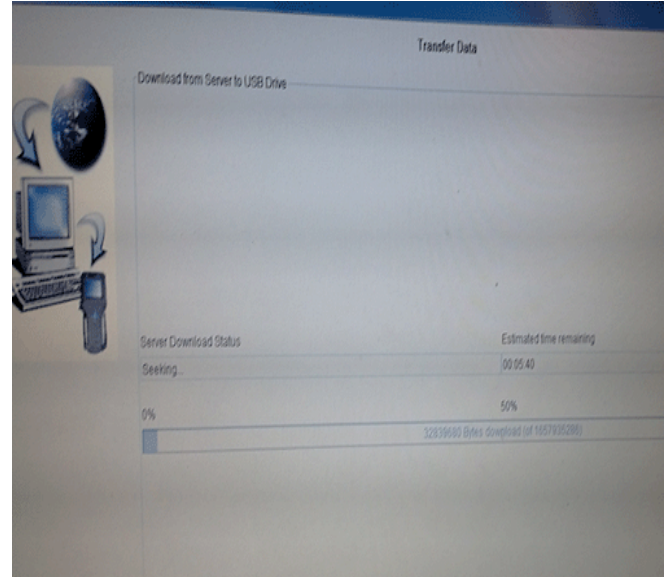
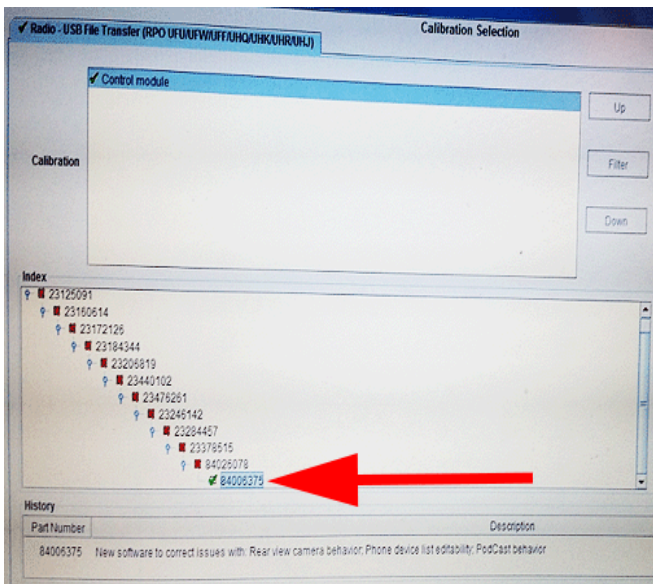
7. On rare occasions, the screen above may be displayed at this point if the radio part number cannot be read for some reason when TIS2web interrogates the radio via serial data. If this occurs, close TIS2web, turn off the ignition, open the driver’s door, close the driver’s door, wait at least 60 seconds, and go back to step 2 to start the USB programming process again. If this still happens, close TIS2web, connect your GDS2 scan tool,

navigate to the radio information screen (Module Diagnostics>> Radio>> Identification Information), and note the “End Model Part Number” parameter that is listed, which is the radio part number. Once noted, close GDS2, open TIS2web again, select this part number from the list of TIS2web part numbers, and click next to proceed with USB programming. This will allow TIS2web to install the correct USB programming files. DO NOT pick a random number from the list or the wrong USB programming files will be installed. If the “End Model Part Number” is not available in GDS2 or your “End Model Part Number” is not listed in the TIS2web dropdown list, contact Techline (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French) for programming assistance.

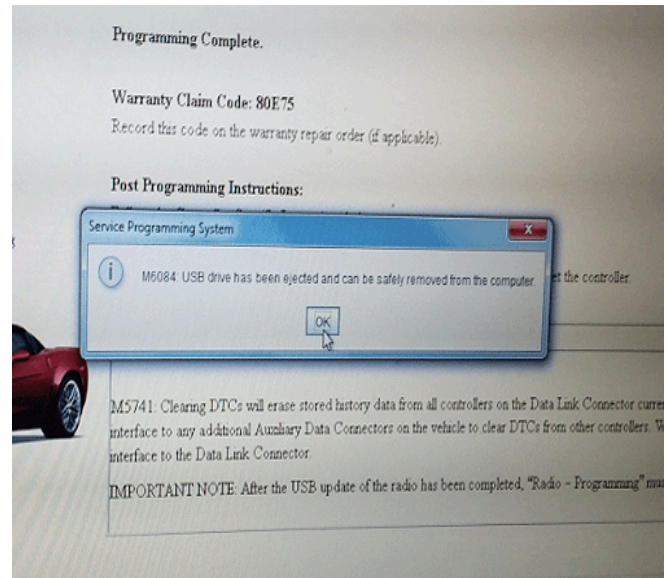
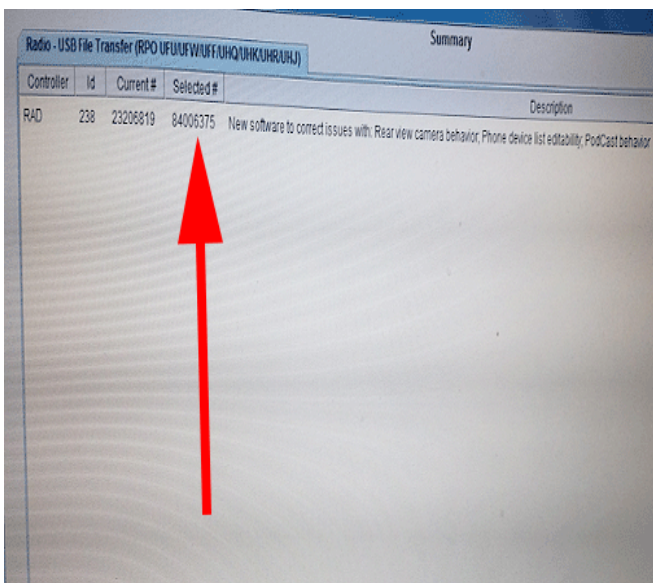
8. Insert a USB flash drive formatted to FAT32 into the USB port of your computer and click “Next.”

9. Select: NEXT from the TIS2web Calibration Selection and Summary screens as shown above, which will automatically download the latest USB calibration files to your USB flash drive.

**Important:** Note the USB Calibration Part number you are installing, this will be necessary for verification at end of bulletin,



10. Monitor the Progress Status bar at the bottom of the TIS2web Transfer Data screen.

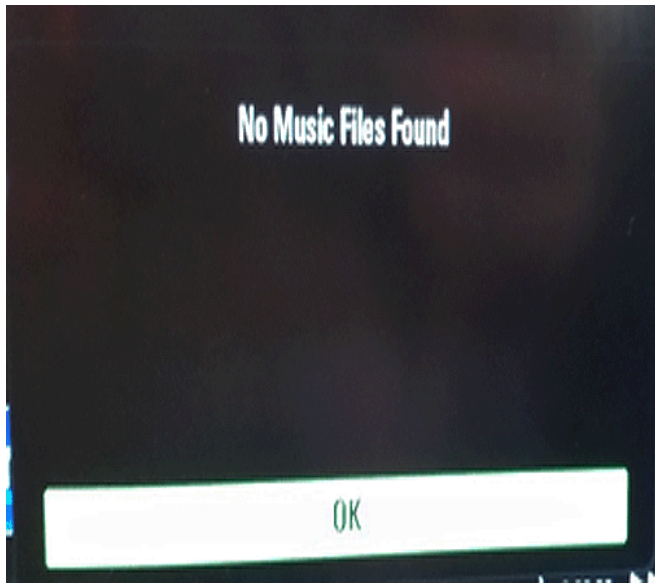


11. Once the Progress Status bar is complete/full and a message like the one above is displayed to indicate that the USB download is complete, remove the USB flash drive from the computer.

12. Delete any paired devices in the Paired Phones List (Home>> Config>> Phone Settings>> Bluetooth) to prevent potential interruptions during the USB and SPS programming events outlined below.

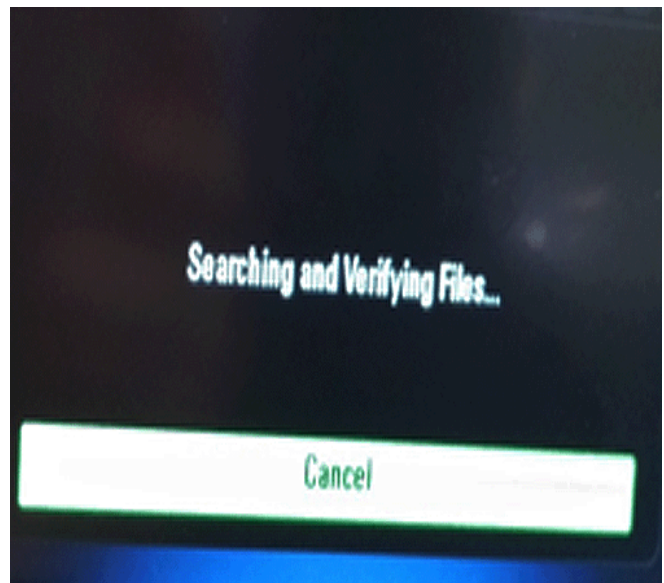
13. Insert the USB flash drive into the vehicle USB port with ignition and radio ON, and engine off.

**Important:** If the radio appears to lock up at any point in the programming process, let it sit for at least one hour to see if the radio stays on the same exact screen with no sign of progress. If it stays on the same exact screen for over one hour with no sign of progress, the radio has locked up but in most cases the radio can be unlocked/recovered so it is unlikely that radio replacement will be required. To unlock/recover the radio, remove the USB stick (if installed), remove the radio fuse for 30 seconds, re-insert the radio fuse, and start the USB or SPS programming process from the beginning again depending on which programming process was in progress at the time of the lock up.



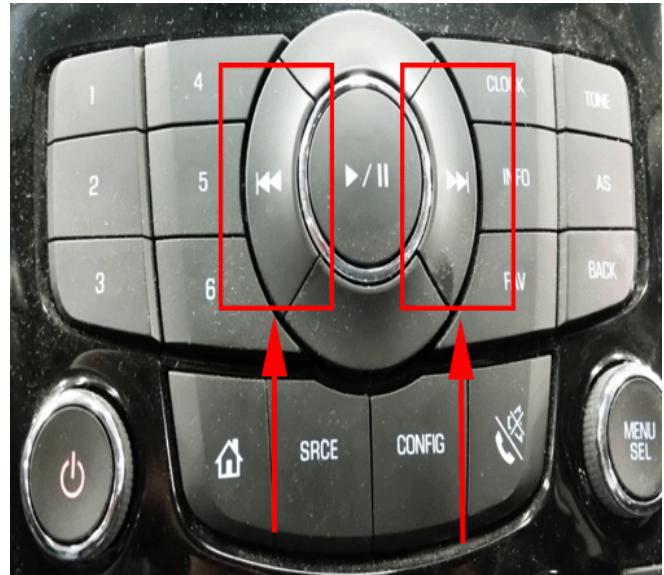
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- 14. If a “No Music Files Found” message is displayed, press OK.
- 15. Press the following radio buttons to start the update: Config>> Radio Settings>> Software Versions Menu>> Update Radio Software. If there is no response after pressing “Config” the first time, it may be necessary to press it a second time.

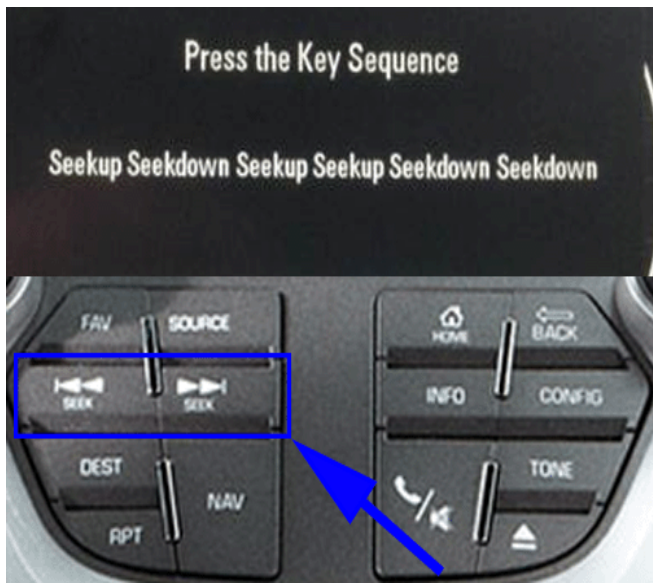


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- 16. A “Searching and verifying” message will be displayed for up to 20 minutes, this is normal. Once the searching and verifying message is gone, any combination of the screens shown below in steps 17, 18, and/or 19 may be displayed depending on the year, model, and software level present in the vehicle.



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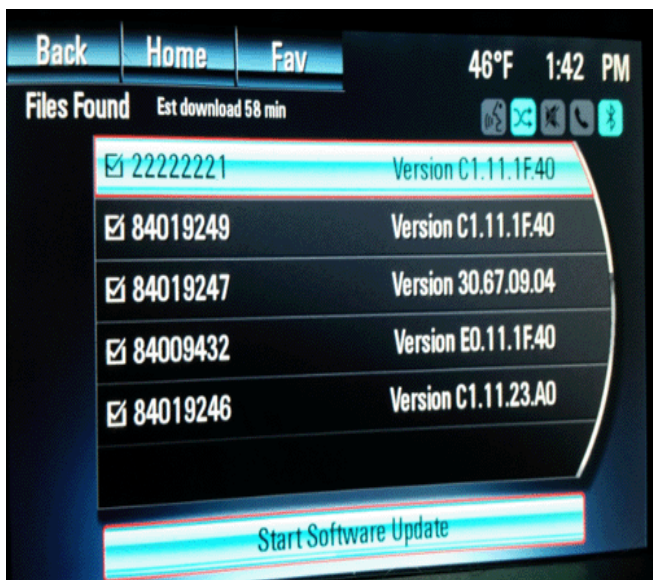
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**Legend**

- (1) Seekup = Arrow Right
- (2) Seekdown = Arrow Left

17. If the "Press the Key Sequence" screen above is displayed, DO NOT press Cancel if displayed. It is important to press the displayed button press sequence on the screen to start the update. This requires the displayed button press sequence to be followed in proper order. Please note that each button press requires a momentary press of the right "seek up" or left "seek down" button (shown in the photo above).

**Important:** If any wrong key presses occur, it may be necessary to go back to step 13 to start the USB programming process over again by removing the USB stick and reinserting it in order to do a Search & Verify again. If this does not restart the Search & Verify process, it may be necessary to remove the radio fuse for 30 seconds, re-insert the fuse, and go back to step 13 to start the USB programming process again.



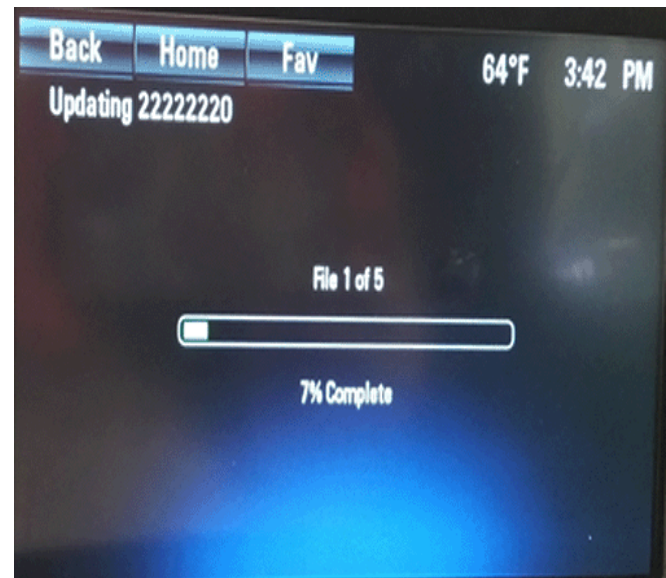
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18. If the screen above is displayed and the update does not start automatically, press "Start Software Update."



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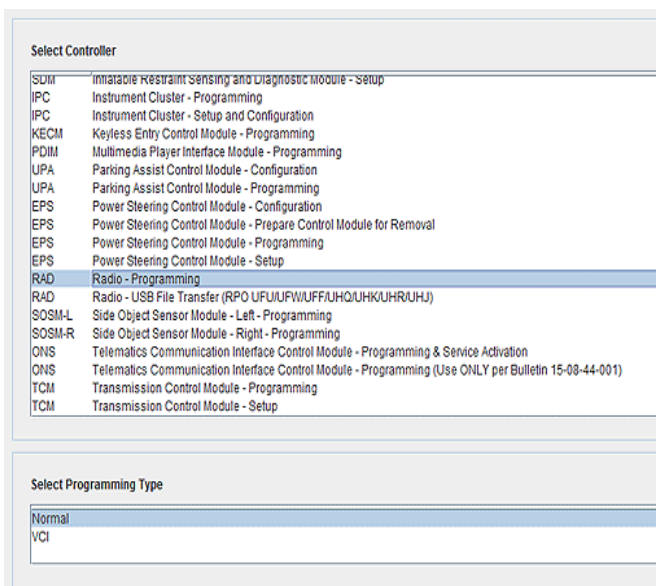
19. If the screen above is displayed and the update does not start automatically, note the instructions on the screen and press "Continue."



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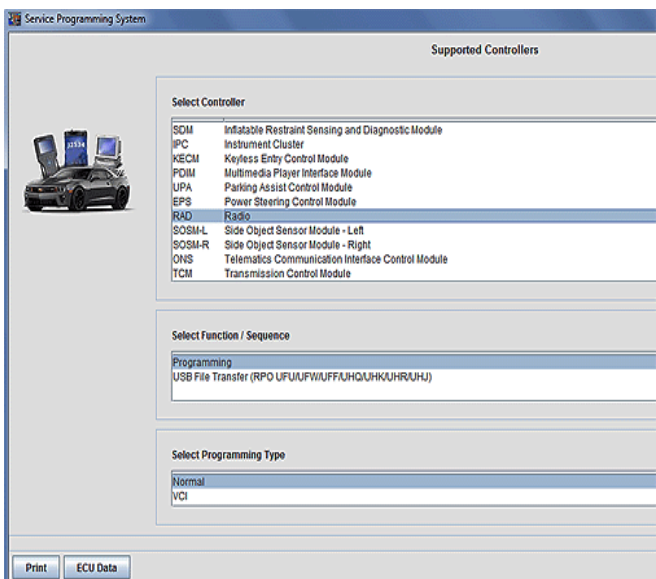
**Important:** Once the USB programming starts, the technician will see a series of files being installed as shown above and evidenced by a progress bar and "file 1 of 5, file 2 of 5, etc." messages or similar messages depending on year, model, and software. As these files are installing, it is normal to experience a momentary blank screen, loss of audio, and/or "splash screen" after/during installation of file 4 of 5. Do not interrupt programming if this is noted – please be patient and allow programming to completely finish as described below. Typically this step will take 30-60 minutes to complete as USB files 1-5 are installed into the radio.

20. When the programming event has completed, the screen on some vehicles will display a message advising that the update is complete and advise to press OK to restart the radio. If OK is not pressed within 10-20 seconds, the radio will restart by itself so the screen will go blank momentarily, return to the station/home/settings screen again, and audio will resume again. At this point, remove the USB, turn off the ignition, open the driver's door, close the driver's door, wait for at least 60 seconds, and turn the ignition back on with the engine off allowing the radio to start up and play audio again.
21. The vehicle MUST now be calibrated by returning to the SPS programming screen in TIS2web to select "Clear DTCs" and "Proceed with Same VIN" before selecting J-2534 MDI or MDI2 from the "Select Diagnostic Tool and Programming Process" screen.



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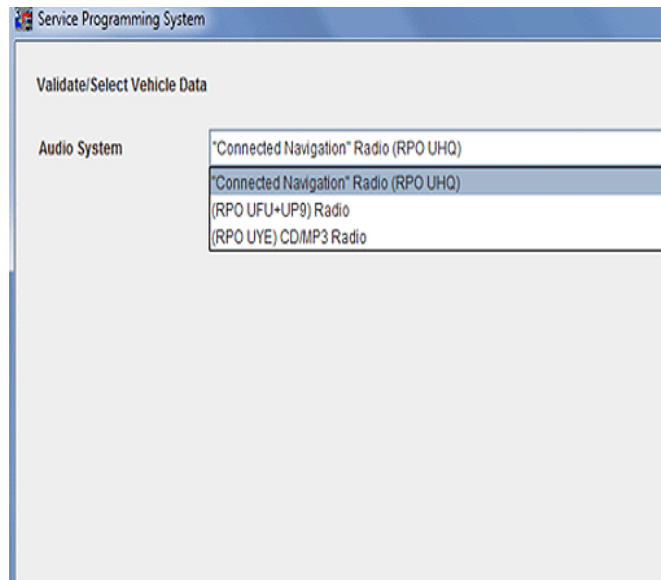
**Note:** Example of Equinox Supported Controllers Menu



4526725

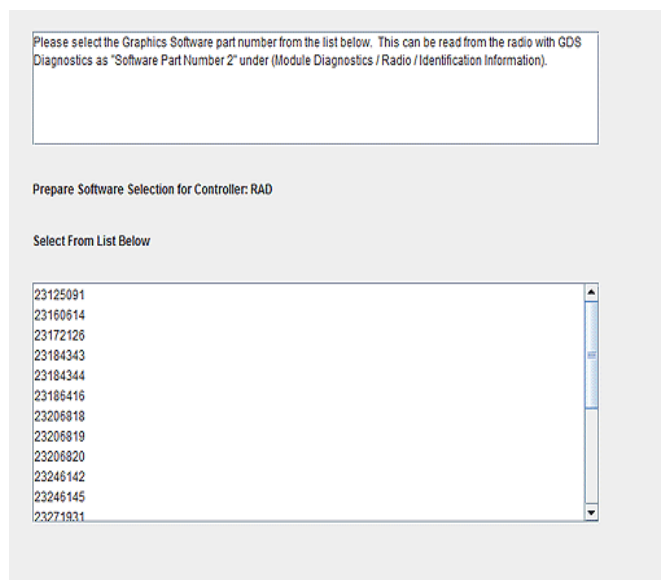
**Note:** Example of Cruze Supported Controllers Menu

22. Select RAD/A11: Radio – Programming from the "Supported Controllers" screen, click "Next", and follow the on-screen instructions carefully.



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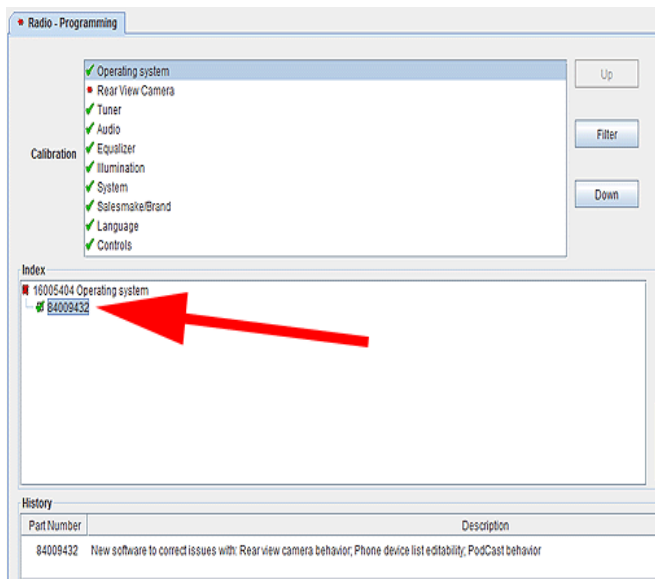
23. At this point, you *may* be required to select the proper RPO choices for the vehicle you are servicing. Refer to the vehicle SPID label or the vehicle build information in GWM (Global Warranty Management - VIS) to find the specific RPOs that the vehicle is equipped with. Once you have selected the proper vehicle options, click "Next." In some cases, it may start to process the request and then return to this screen. If this occurs, press "Next" a second time to continue.



4520380

24. On rare occasions, the screen above *may* be displayed at this point if the USB calibration part number that was just installed cannot be read for some reason when TIS2web interrogates the radio via serial data. If this occurs, close TIS2web, turn

off the ignition, open the driver's door, close the driver's door, wait at least 60 seconds, turn the ignition back on with the engine off, and go back to step 21 to start the SPS programming process again. If this still happens, close TIS2web, connect your GDS2 scan tool, navigate to the radio information screen (Module Diagnostics>> Radio>> Identification Information), and note the "Software Part Number 2" parameter that is listed, which is the USB calibration part number you just installed. Once noted, close GDS2, open TIS2web again, select this part number from the list of TIS2web part numbers, and click next to proceed with SPS programming. This will allow TIS2web to install the correct SPS programming files. DO NOT pick a random number from the list or the wrong SPS programming files will be installed. If the "Software Part Number 2" parameter is not available in GDS2 or your "Software Part Number 2" is not listed in the TIS2web dropdown list, contact Techline (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French) for programming assistance.



4522817

Controller	Id	Controller	Selected#	Description
RAD	1	Unknown	84009432	New software to correct issues with: Rear view camera behavior; Phone device list editability; PodCast behavior
	2	Unknown	9539319	New calibrations to move Park Assist symbol to center of rear view camera display.
	3	Unknown	95174778	Tuner
	4	Unknown	95259937	Audio
	5	Unknown	95174779	Equalizer
	6	Unknown	95174781	Illumination
	7	Unknown	23190989	New calibrations for improved operation.
	8	Unknown	95393170	New calibrations to change BlueTooth name from "Chevy" to "Chevrolet".
	9	Unknown	95399723	Language
	10	Unknown	95174790	Controls

Attribute	Value
Audio System	"Connected Navigation" Radio (RPO UHQ)

4522818

25. Select: NEXT from the TIS2web Calibration Selection and Summary screens as shown above to automatically install the latest SPS calibrations that are designed to address this concern.

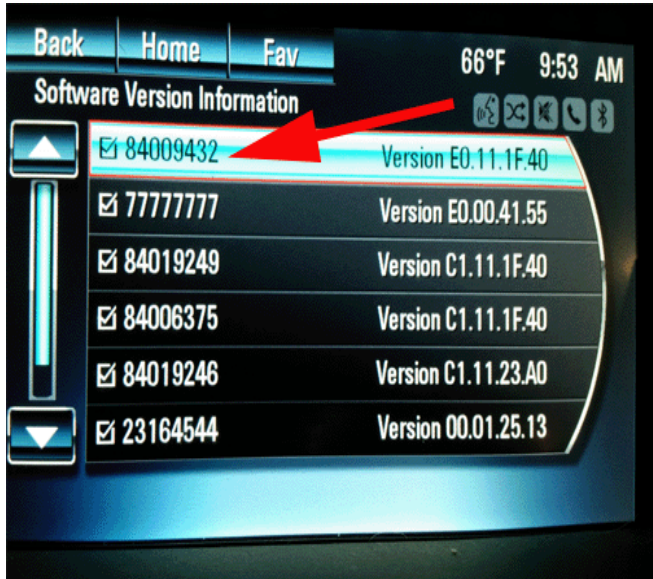
**Important:** Note the SPS Operating System Part number you are installing, this will be necessary for verification at end of bulletin,

**Important:** If the radio appears to lock up at any point in the programming process, let it sit for at least one hour to see if the radio stays on the same exact screen with no sign of progress. If it stays on the same exact screen for over one hour with no sign of progress, the radio has locked up but in most cases the radio can be unlocked/recovered so it is unlikely that radio replacement will be required. To unlock/recover the radio, remove the USB stick (if installed), remove the radio fuse for 30 seconds, re-insert the radio fuse, and start the USB or SPS programming process from the beginning again depending on which programming process was in progress at the time of the lock up.

26. When SPS programming is complete, the radio screen will go blank momentarily, return to the station/home/settings screen again, and audio will resume again. Some vehicles may also display a "No VIN stored" message for a few seconds which is normal and can be disregarded. Once the SPS programming is complete and audio has resumed again, the radio MUST be reset by pressing the following radio buttons: Config>Radio Settings>Software Versions Menu>Clear and Reset Radio. Select "Yes" to reset the radio. Upon completion of this step, the radio will restart and you can allow the radio to resume normal operation again. Also, clear all DTCs.
27. Use one of the following methods to confirm the



latest USB and SPS calibrations present in the radio:

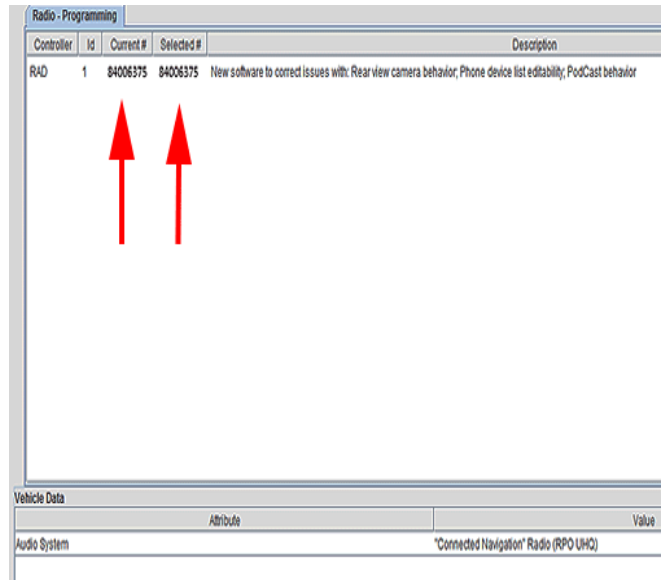


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**Note:** 84006375 is the USB Calibration Part number that was noted during Step 9, 84009432 is the SPS Operating System Part number that was noted during step 25.

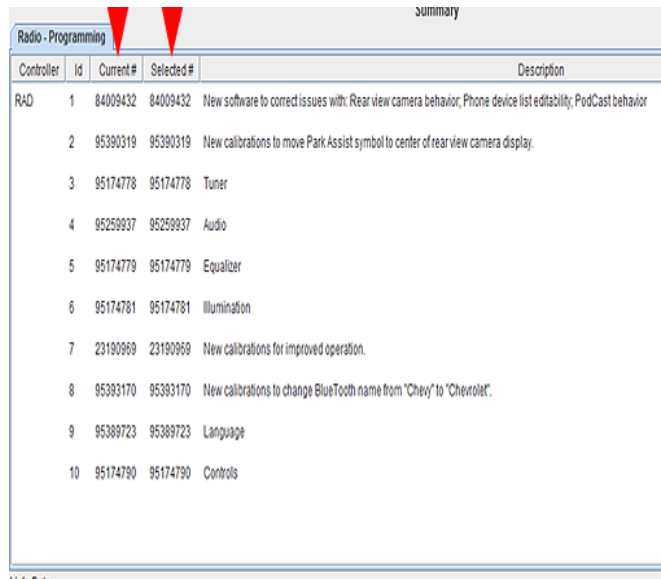
- Press the following radio button sequence HOME>>CONFIG>>RADIO SETTINGS>>SOFTWARE VERSIONS MENU>>SOFTWARE VERSIONS INFORMATION.
- Compare the “current” and “selected” calibration numbers displayed on the USB and SPS Summary screens as shown below and in steps 9 (USB) and 25 (SPS) to ensure that they now match each other. A related pop-up should also be displayed to advise that you are attempting to reprogram with the same calibration again – press “Cancel” to abort the programming process if the “current” and “selected” calibration numbers displayed on the USB and SPS summary screens match.

### USB Calibration Summary Screen



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### SPS Calibration Summary Screen



4520388

### Warranty Information

Labor Operation	Description	Labor Time
2881028	Radio Reprogramming using USB	0.6 hr (Cascada, Encore, Verano, Camaro, Cruze, Equinox, Malibu, Volt, Terrain)
		0.7 hr (Orlando)

<b>Version</b>	4
<b>Modified</b>	February 10, 2016 — Added the Chevrolet Cruze, removed the 2016 Chevrolet Volt, and updated concerns and service procedure. March 14, 2016 — Added the Buick Cascada, removed the Chevrolet Caprice, SS, added breakpoint to Cruze model, added last Condition and several important notes to Steps 7 and 14. May 16, 2016 – Updated instructions, clarified VIN breakpoint for Cruze.

