



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-287

Date: September, 2016

INFORMATION

Subject: Information on Special Radio Programming Instructions When Installing Certain Service Replacement Radios

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Cascada	2016	2016			All	All
Buick	Encore Verano	2014	2016			All	All
Chevrolet	Camaro Caprice Cruze Equinox Malibu Orlando SS Volt	2014	2016			All	All
GMC	Terrain	2014	2016			All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPO)	Equipped with Radio RPOs UFU, UFU/UP9 or UHQ/UP9
Condition	A new service replacement radio has been released for the vehicles above. As a result, the radio part number received may not be the same part number as the one that was ordered. Certain service replacement radios do not require USB programming. If the technician attempts to force USB programming on a replacement radio that does not require USB programming, SPS error code E4411 or E2907 will be displayed in TIS2web and USB programming will be prevented.
Cause	These error codes are displayed because the following service replacement radios do not require USB programming at this time: 42481354, 84062099, 84062126, 84064072, 84064073, 84064074, 84064075, 84064076, 84064077, 84073998, 84156022, 84156023, 84156665, 84156666, 84156669, 84156924, 84159089, 84159090, 84159093, or 84159094

Correction

If any of the service replacement radio part numbers above are installed, SKIP the usual USB programming instructions that are outlined in the Service Information procedure and only perform SPS programming with TIS2web.

If any other service replacement radio part numbers are being installed, these instructions should be disregarded and normal Service Information instructions should be followed to install and program the radio.



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Note: The Chevrolet service replacement radios listed above will also come equipped with a new start up screen shown above, which is a design characteristic of these new Chevrolet radios.

Version	1
Modified	

