



# Service Bulletin

Bulletin No.: 19-NA-273

Date: December, 2019

## INFORMATION

**Subject:** Information on Procedure to Unlock Delco Radio with Theftlock

*This bulletin replaces PIC4696E. Please discard PIC4696E.*

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
All GM Passenger Cars	All Delco Theftlock equipped vehicles	1994	2002			All	All

Involved Region or Country	United States, Canada, Mexico, N.A. Export Regions
Condition	Some customers may comment that after a loss of power to the radio, the Delco Theftlock radio is locked.
Correction	Unlock the radio using the Service Procedure below.

### Service Procedure

**Note:** Please read the following carefully! There are time limits associated with some of these steps. Therefore, if the directions are not followed properly, unnecessary wait time will occur. The mode the radio theft deterrent system is in will determine which steps to be followed.

The Theftlock logo will appear on the face plate of the radio to indicate this radio has the protection of Theftlock. The Pontiac, Buick, Chevrolet and Light trucks will have an indicator light that blinks when the vehicle is off and this feature is activated. Oldsmobile radios do not have this indicator. The feature is activated by the customer programming a code into the radio. Instructions are in the vehicle Owner Manual. The procedures in this section explain how to operate the theft lock security system. This includes unlocking the radio, removing and entering customer's code, obtaining the radio display code, and changing the customer's code.

#### Radio Display Definitions:

**LOC:** The radio is locked and there is a customer code stored in the radio.

**InOP:** Too many wrong codes have been entered and the radio must be left on up to one hour with battery and ignition applied before three more attempts can be made.

**Note:** Install a GM Authorized power supply charger to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

**SEC:** There is a customer code stored, but the radio is unlocked.

**--:** There is no customer code stored and the radio is unlocked.

**REP:** The customer code has been entered once, and the radio now wants the code repeated to verify the code being entered.

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**A. Retrieving Scrambled Backup Code from Radio**

**Note:** Requires battery and ignition voltages applied and radio power is on.

1. If the radio is in the locked condition (LOC is displayed), proceed to step 2. Otherwise, press and hold presets 1 and 4 for about four seconds. The display will show either SEC or ---.
2. Press and hold presets 2 and 3 for about six seconds until the first three digits of the display code are displayed. Record these numbers.
3. Press the AM/FM button to display the second set of three digits of the scrambled code. Record these numbers. The radio will revert to the initial display, prior to code retrieval sequence, after approximately five seconds or if another button is pressed.

**Note:** If the display does not change after pressing the AM/FM button, your second set of 3 digits will be the same as the first 3 digits (Example: if 123 came up first, your scrambled code will be 123123).

**B. Retrieving a Backup Code from an Electronic Service Center (ESC)**

1. Obtain the six-digit scrambled backup code by following procedure **A. Retrieving Scrambled Backup Code from Radio**.

**Note:** It may not be possible for an ESC to retrieve all backup unlock codes that exist. There may be a service fee related to unlocking a radio. Any cost associated with unlocking a radio is the responsibility of the customer.

2. Contact your local authorized ESC with the six-digit scrambled backup code to request a four-digit backup unlock code.

**C. Unlocking/Deactivating Radio with Four-Digit Backup Unlock Code or Customer Code**

**Note:** Requires battery and ignition voltages applied and radio power is off.

**Note:** If the display does not change from LOC to 000, the radio is probably in the InOP stage. Refer to procedure **G. InOP Second Level Lock Condition**.

1. Press the HR button until the LOC disappears and 000 appears on the display.

**Note:** As if you're setting the time of day, you will not see the 0 in the far-left side (Example: if the first two digits of your code is 02, you will scroll with the HR button until 2 appears on the display).

2. Set the first two digits (01-19) of the code with the HR (Hour) button.
3. Set the next two digits (00-99) of the code with the MIN (Minute) button.

**Note:** If the backup unlock code received from the ESC does not unlock the radio, one possibility is that the first 3 digits of the scrambled code from the radio (**Procedure A. Retrieving Scrambled Backup Code from Radio**) are reversed with second 3 digits

(Example: if the scrambled code is 123 456, then it may be 456 123). Use Procedure B to retrieve a backup code.

4. Press the AM/FM button to enter the code. The radio will now be unlocked, and the display will change to the clock. Continue to Step 5 to deactivate the theft deterrent.
5. Press the HR button until the display changes to 000.
6. Repeat steps 2-4 above to remove previous code and deactivate the theft deterrent system.

**D. Removing a Customer Code**

**Note:** Requires battery and ignition voltages applied and radio power is off.

1. Press presets 1 and 4 for about six seconds until the display changes to SEC. If the display changes to ---, there is no code stored.
2. Press the HR button until the display changes to 000.

**Note:** As if you're setting the time of day, you will not see the 0 in the far-left side (Example: if the first two digits of your code is 02, you will scroll with the HR button until 2 appears on the display).

3. Set the first two digits (01-19) of the code with the HR button.
4. Set the next two digits (00-99) of the code with the MIN button.
5. Press the AM/FM button to enter the code. The theft deterrent system will now be deactivated, and the customer code removed. The display will show --- and then display the clock.

**E. Adding a Customer Code**

**Note:** Requires battery and ignition voltages applied and radio power is off.

1. Press and hold presets 1 and 4 for about six seconds until the display changes to ---.
2. Press the HR button until the display changes to 000.

**Note:** As if you're setting the time of day, you will not see the 0 in the far-left side (Example: if the first two digits of your code is 02, you will scroll with the HR button until 2 appears on the display).

3. Set the first two digits (01-19) of the code with the HR button.
4. Set the next two digits (00-99) of the code with the MIN button.
5. Press the AM/FM button to enter the code.
6. When REP then 000 is displayed, repeat steps 3 through 5 before the display times out and reverts back to the clock. By repeating those steps, it confirms the customer code and activates the theft deterrent system. The display will then show SEC for secured.

#### F. Changing a Customer Code

**Note:** If the radio is in LOC, the appropriate steps must first be followed.

1. When changing a code in a radio that has already had one programmed, the original code will have to be removed first. If the radio is unlocked, follow procedure **D. Removing a Customer Code** to remove and deactivate the first code.
2. Follow procedure **E. Adding a Customer Code** to re-enter a new code.

#### G. InOP Second Level Lock Condition

After eight initial failed unlock attempts (and three failed attempts every time thereafter), the radio will be in a second level lock condition and become inoperative for over one hour. Any further code inputs during this hour (or pressing any buttons) will display InOP for about 15 seconds before returning to LOC. The radio will still be inoperative.

**Note:** Install a GM Authorized power supply charger to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

To reset to the normal locked (LOC) condition, battery and ignition voltages must be continuously present for over one hour. Do not attempt any radio entries or functions during this time-out period.

After the radio is brought back to the normal locked condition, the correct unlocking procedure can be followed. Following every three unsuccessful entries, the radio will return to the inoperative state (InOP) for another one-hour period.

#### Warranty Information

Vehicles repaired for the conditions outlined in this bulletin should not be considered warranty. Any costs associated with the procedures and repairs outlined in this bulletin are considered "customer pay."

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