



# Service Bulletin

Bulletin No.: 16-NA-290

Date: November, 2022

## TECHNICAL

**Subject:** Radio is Theft Locked

**This bulletin replaces PIC6111C. Please discard PIC6111C.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Cascada	2016	2016	—		All	All
	Encore	2015	2016				
	Verano						
Chevrolet	Camaro	2015	2015	—		All	All
	Volt		2016				
	Caprice						
	Cruze						
	Equinox						
	Orlando						
	SS						
	Malibu		2015				
	Malibu (Limited)	2016	2016				
GMC	Terrain	2015	2016	—		All	All

<b>Involved Region or Country</b>	North America, Brazil, Guatemala, Peru, Venezuela, Europe, Israel, Middle East, Egypt, GM Korea Company, China, Japan, Indonesia, Thailand, Vietnam, South Africa
<b>Additional Options (RPO)</b>	Equipped with radio RPO UFU, UP9, UHQ, UHK, UFW, UHR, UHJ or UFF
<b>Condition</b>	On rare occasions, the radio may display a theft/VIN locked message.
<b>Cause</b>	This is the result of an internal radio concern.

### Correction

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

If you encounter a vehicle with the above concern, replace the radio. Refer to *Radio Replacement* in SI.

The replacement radio includes improvements to repair this concern and prevent it from reoccurring.

**Note:** Refer to bulletin 16-NA-287 to determine if special programming instructions apply.

## Parts Information

For part numbers and usage, see Radios in Group 09.650 of the appropriate Parts Catalog.

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3420840	Radio Replacement	Use Published Labor Operation Time

Version	2
Modified	Revised October 26, 2022 – Updated the Involved Region or Country section, added the Important statement under Correction and removed the first Note referencing PIT5411.

