

## Service Bulletin

# 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				
	Volt				All	All	
	Caprice		2016				
	Cruze						
	Equinox			_			
	Orlando						
	SS						
	Malibu		2015				
	Malibu (Limited)	2016	2016				
GMC	Terrain	2015	2016	-	_	All	All

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

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## **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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, <u>DO NOT</u> assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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