



Service Bulletin

PRELIMINARY INFORMATION

Subject: Cannot Delete Paired Phone, Phone Missing From Device List, HVAC Climate Button Lock Up On Display (Volt Only), HVAC Fan Speed Freezing On Display (Volt Only), Navigation Address Entry Concerns (Encore only), XM Background Graphics Defaulting

Models: 2013 Buick Encore, Regal, Verano
2013 Buick LaCrosse (without RPO AUI)
2013 Chevrolet Camaro, Cruze, Equinox, Volt
2013 Chevrolet Malibu (without RPO AUI)
2013 GMC Terrain
Equipped with Radio RPOs UFU (w/UP9) and/or UHQ

Condition/Concern

Some customers may comment on one or more of the following concerns;

- Phones cannot be deleted from the radio's device list once the list is full
- iPhone disappears from the device list without customer input
- Screen freezes on a climate control fan/function setting and cannot be changed until an ignition cycle (Modes can be changed as designed, just the image on the display doesn't change) (Volt only)
- Unable to enter some addresses manually, but they can be entered using voice recognition (Encore only)
- Occasionally the default XM graphics for the background screens will be used until the radio downloads the new Graphics from XM

Recommendation/Instructions

Technicians are to reprogram the radio following the steps below:

Important: This procedure is a USB flash drive programming event. This IS NOT a standard TIS2WEB programming event. This procedure requires a USB 2.0 flash drive. The minimum USB flash drive capacity requirement is 4 GB. The software downloaded to the USB flash drive can be used to update all vehicles involved in this bulletin

Any existing data on the USB flash drive will be erased during the TIS2WEB-to-USB flash drive download process. To ensure important data IS NOT deleted from the USB flash drive, transfer the data from the USB flash drive onto another approved data storage device BEFORE attempting to download software from TIS2WEB.

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, Tech 2® and/or Scan Tool are updated with the latest software available.

Note: If this USB update includes the radio RPO UFU without UP9, then radio programming will need to be performed after the USB update is completed. Please follow SI procedures for radio programming and setup. UHQ radios and UFU radios with UP9 do not need to be reprogrammed after performing the USB update.

1. Update the radio using a USB FLASH DRIVE and the Service Programming System (SPS) with the file available on TIS2WEB. Refer to the SPS procedures in SI.

Note: During programming, the battery voltage MUST be maintained within the proper range of 12-15 volts.

2. Connect the Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or an equivalent to the battery.

3. Connect the MDI to the vehicle.
4. Turn ON the ignition, with the engine OFF.
5. Select: J-2534 MDI from the Select Diagnostic Tool and Programming Process screen.
6. Select "RAD/A11 – USB File Transfer (RPO UFU / UFW / UFF / UHQ) - Programming" from the Supported Controllers screen. Refer to SI and SPS for programming instructions, if required.
7. Insert a USB flash drive into the USB port of your computer. Press the REFRESH button if your USB drive IS NOT selectable in the "Available USB Drives" box.
8. Select: NEXT, from the SPS Special Function screen.
9. Monitor the: Progress Status bar at the bottom of the SPS Special Function screen.

Note: The files have been successfully loaded onto the USB flash drive when the Progress Status bar is completely shaded and the SPS Special Function screen displays the following message: "Remove the USB stick and insert into the vehicle USB port."
10. Remove the USB flash drive from the computer when the Progress Status bar indicates that the software download has been completed.
11. Press: FINISH from the SPS Special Function screen. DO NOT wait for the Completion screen to appear on the display.
12. Insert the USB flash drive into the USB port of the vehicle and using the radio controls select Home Screen>Config>Radio Setting>Software Version Menu, Update Radio Software
13. When the programming event has completed, turn off the ignition for 60 seconds.
14. Remove the USB flash drive.
15. The vehicle MUST now be calibrated.
16. Return to the SPS programming screen. Select J-2534 MIDI from the Select Diagnostics Tool and Programming Process screen.
17. Select RAD: Radio Programming.
18. You must now select the proper choices for the build of the vehicle you are servicing. Refer to the vehicle SPID label or the vehicle build information through GWM for the specific RPOs the vehicle is equipped with.
19. Once you have selected the proper vehicle options, you may initiate SPS programming
20. The radio MUST now be reset.
21. The radio will now need to be reset. Using the radio controls, select Config>Radio Settings>Software Versions Menu>Clear and Reset Radio.
22. Select "Yes" to reset the radio. Upon completion of this step, the radio is updated.
23. Allow the radio to return to normal operation.

Note: The navigation radio will be returned to factory default value during this upgrade and any paired devices will need to have a fresh bluetooth pairing procedure performed. Ensure that the vehicle is removed from the bluetooth device before pairing to ensure a fresh bluetooth pair and connection

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2810335	USB Radio Reprogramming with SPS	Use Published Labor Operation Time

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, DO NOT 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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