PRELIMINARY INFORMATION

Subject: **Voice Recognition, Media Data, Route Guidance, DVD Playback Concerns**

Models: **2013 Buick Encore, LaCrosse, Regal, Verano**
2013 Chevrolet Camaro, Cruze, Equinox, Malibu, Volt
2013 GMC Terrain
Equipped with Radio RPO UHQ

> **This PI has been revised to update the Condition/Concerns and Warranty Information.**
> **Please discard PI0880B.**

Condition/Concern

Some customers may comment on any of the following concerns:

- Cannot enter a destination with voice recognition. The system will accept City and State input, but does not allow enough time for street entry.
- Cannot enter a destination with voice recognition. The system does not allow enough time for address entry.
- Voice recognition inoperative.
- Entries in the address book disappear.
- Album/Artist/Track information not displayed at times.
- Picture view icon is not enabled.
- Arrival time is not retained after an ignition cycle.
- Incorrect language translations.
- Navigation voice prompts are intermittent.
- Route guidance is not resumed after an ignition cycle, or when the radio is powered OFF then back ON.
- Incorrect lane guidance images displayed.
- Audio is not heard through the vehicle when an outbound call is made from a paired phone.
- Date advances after an ignition cycle.
- Rear headphones are not deactivated when using parental controls.
- Pause button is displayed upon DVD insertion. It should be the play button.
- Preset selection does not work as expected in certain modes.
- DVD playback is not resumed after an ignition cycle.
- Wide screen DVDs are not displayed correctly.
- Certain XM advisory messages are not displayed.
- Wrong icon is displayed on NAV screen when using voice recognition request for Stitcher. Pandora icon is displayed.
- Radio shows "Audio Paused" while audio is still being heard.
- Unable to select DVD as source through voice recognition.
- Unable to select Rear Aux or Rear A/V as source through voice recognition.
- Unable to view movie while in Park (last frame displayed).
- After a split screen maneuver is complete, the display does not return to full screen map.
- Cannot select destination Icon/phone (not grayed out).
- Voice Recognition is frozen during vehicle destination entry.

- Pop noise heard.
- Address entry issues (wrong country prompt shown, addresses not found)

Recommendation/Instructions

An updated radio software calibration has been released to address these conditions. Reprogram the radio following these steps:

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.

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 – "RAD/A11 - USB File Transfer - 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 2.0 storage device into the vehicle USB port.
13. The radio will display "No Files Found" – ignore this message!
14. Press the following radio buttons to start the update: Config>Radio Settings>Software Versions Menu>Update Radio Software.
15. When the programming event has completed, turn off the ignition for 60 seconds.
16. Remove the USB flash drive.
17. The vehicle MUST now be calibrated.
18. Return to the SPS programming screen. Select J-2534 MIDI from the Select Diagnostics Tool and Programming Process screen.
19. Select RAD: Radio Programming.
20. 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.
21. Once you have selected the proper vehicle options, you may initiate SPS programming.
22. The radio MUST now be reset.
23. Press the following radio buttons to start the update: Config>Radio Settings>Software Versions Menu>Clear and Reset Radio.
24. Select "Yes" to reset the radio. Upon completion of this step, the radio is updated.
25. Allow the radio to return to normal operation.

Note: The navigation radio will be returned to factory default value during this upgrade.

Warranty Information

For vehicles repaired under warranty, use:

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