



Service Bulletin

PRELIMINARY INFORMATION

Subject: False B127E Set In HMI Module

Models: 2014 Buick Lacrosse
2013-2014 Cadillac SRX
2015 Cadillac Escalade Models
2015 Chevrolet Silverado, Suburban, Tahoe
2015 GMC Sierra, Yukon Models
Equipped with RPO U42 or UWG

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

When performing diagnostics on the infotainment system technicians may find DTC B127E set as a current or history code in the HMI.

Recommendation/Instructions

When a DVD is playing on the front radio display B127E will set as a false current code. Please ignore DTC B127E unless the code stays current after ejecting the DVD.

Note: B127E will show as a history code if the DVD is ejected or if the video is not playing on the front radio display.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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