



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Intermittent Radio Audio/Display/Control and Resetting Concerns

**Models:** 2014-2015 Buick Encore, Verano  
2014-2015 Chevrolet Camaro, Cruze, Equinox, Malibu, Orlando (Canada Only), Volt, SS  
2014-2015 GMC Terrain  
Equipped with RPO UFU, UP9, UHQ, UHK, UFW, UHR, UHJ, or UFF

*PI updated to include radio replacement suggestion when required. Please disregard PIC6106.*

### Condition/Concern

Some customers may comment that the radio display will go blank and come back on after a few seconds. The display may show the splash screen or come back on to the last screen that was displayed. The customer may notice a loss of radio control shortly before the concern occurs.

### Recommendation/Instructions

At times a reset can occur during higher than normal data traffic with the radio such as leaving a planned route that causes the radio to reroute, Bluetooth streaming, or at start up when Bluetooth or USB is loading. If normal SI diagnostics do not lead to a cause for this concern and it is happening on more than just the very rare occasions described above, then radio replacement will be required. For 2015 vehicles only, follow the latest revision of PIT5411 for the parts authorization process

**Note:** : 2014 MY vehicles will require a VCI number from TCSC in order to complete the programming.

### Parts Information

Refer to Group 09.650 of the electronic parts catalog for the appropriate radio part number if replacement is necessary.

### Warranty Information

For vehicles repaired under warranty use:

| Labor Operation | Description       | Labor Time                         |
|-----------------|-------------------|------------------------------------|
| 3240840         | Radio Replacement | 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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