



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent 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

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

Infrequent resets can occur in a high load condition such as long routes, driving against a route/rerouting, Bluetooth streaming, start up when Bluetooth or USB is syncing, etc... and is considered a normal operating condition. There has also been some evidence that the system needs to do one "adjustment/reset" to the memory for housekeeping purposes after a battery disconnect. Replacing the radio for these infrequent instances will not repair these concerns.

If normal SI diagnostics do not lead to a diagnosis and the concern is happening on more than just the very rare occasions described above, retrieve the radio end model part number using GDS 2 or from the radio and call the General Motors Technical Assistance Center for further diagnostic assistance.

Customer Information

If this only occurs during the high load situations described above, please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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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