



# Service Bulletin

File in Section: -

Bulletin No.: PIC5352A

Date: December, 2012

## PRELIMINARY INFORMATION

**Subject:** Radio Inoperative Or Buttons On Radio Inoperative

**Models:** 2006 - 2011 Buick Lucerne

**This PI was superseded to add model year and warranty information. Please discard  
PIC5352.**

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

### Condition/Concern

A customer may state that they have one of the below issues with the radio:

1. The radio will not turn on and will only display the clock.
2. All buttons on the radio are inoperative, but the volume and tune knobs will function. If the vehicle is equipped with steering wheel controls they will also be inoperative.

### Recommendation/Instructions

Either condition may be caused by a button that is physically stuck. Example: A steering wheel control button or a radio button. If the radio was off when the concern occurred, the radio will not turn back on during the next ignition key cycle because the push button for the power will be inoperative. If the radio was on when the concern occurred, the radio will come back on. All the buttons will still be inoperative, but the volume and tune knobs will operate.

To diagnose and repair the concern, use the following steps:

1. Verify the customer concern.
2. . If equipped with steering wheel controls monitor them in BCM inputs data list. They should be idle in the data list. If they are not idle inspect the steering wheel controls for physically sticking.
3. Inspect the radio buttons to verify none of them are sticking.

If the recommended diagnostics have not repaired the vehicle, replace the radio and evaluate.

### Warranty Information

The correction for this concern may be one of several repairs described above. For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the actual cause and repair.

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.