



Service Bulletin

PRELIMINARY INFORMATION

Subject: Radio Mutes And Displays Phone At Startup

Models: 2011 Chevrolet Avalanche, Silverado, Tahoe, Suburban
2011 GMC Sierra, Yukon
with OnStar (RPO UE1) and Radio (RPO UUI)

This PI was superseded to update recommended field and add admin details. Please discard PIT5124.

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

Condition/Concern

Customer may report that within 10 seconds after startup the radio will mute and phone icon displays on the radio for up to 15 seconds and then returns back to normal operation.

Note: This PI only applies to vehicles equipped with OnStar RPO (UE1) and radio RPO (UUI) - AM/FM STEREO WITH CD PLAYER W/ USB PORT.

Recommendation/Instructions

Press the OnStar button. When the connection is made to an OnStar Advisor, request a full unit configuration.

If the concern is still present after the unit configuration, call GM TAC for further assistance.

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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