



Service Bulletin

File in Section: -

Bulletin No.: PIC5818

Date: March, 2013

PRELIMINARY INFORMATION

Subject: UM7 Radio Shuts Off And / Or Goes Blank At Times

Models: 2012 - 2013 Chevrolet Sonic
with AM / FM Radio (RPO UM7)

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

Condition/Concern

Customers may state radio will shut off intermittently after a cold start or after cycling of high load devices such as rear de-fogger. This concern happens when charging system voltage spikes above 15.4 volts. Some vehicles may have a history B1325 set in the radio.

Recommendation/Instructions

Important: Do NOT replace any parts or attempt programming for the concern at this time.

A software anomaly has been identified with the radio at this time. Engineering is currently working on a fix. Once resolution has been identified, this PI will be revised and, if the vehicle has a TAC case, the dealer will be notified through a GM Global Connect communication.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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.