



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Characteristic - Key Off Radio Operation

**Models:** 2012-2014 Cadillac Escalade Models  
2012-2013 Chevrolet Avalanche, Silverado, Suburban, Tahoe  
2013-2014 Chevrolet Express  
2014 Chevrolet Silverado 2500/3500, Suburban, Tahoe  
2012-2013 GMC Sierra, Yukon Models  
2013-2014 GMC Savana  
2014 GMC Sierra 2500/3500, Yukon Models  
Equipped with Navigation Radio (RPO UYS)

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

### Condition/Concern

Customer may comment that after turning the ignition off and opening the driver's door that they can turn the radio on.

### Recommendation/Instructions

Radio Operation:

The radio will work when the key is in ON/RUN or ACC/ACCESSORY. Once the key is turned from ON/RUN to LOCK/OFF, the radio will continue to work for 10 minutes or until the driver's door is opened.

The radio can then be turned back on "after" the retained accessory power (RAP) has been canceled by simply pressing the power button on the radio. Once the radio is turned on using this method, opening the driver's door will not turn the radio off. The radio will remain on for about 10 minutes.

When the radio turns off after the 10 minutes, it can be turned back on by pressing the power button.

The radio can be turned off at any time by pressing the power button.

### Customer Information

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.

### ADDITIONAL SI KEYWORDS:

mode nav power station tail tailgate train

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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