



Service Bulletin

PRELIMINARY INFORMATION

Subject: Radio Displays LOCKED After SPS Programming

Models: 2007-2009 Cadillac Escalade Models
2007-2009 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2007-2009 GMC Sierra, and Yukon Models
2008-2009 Hummer H2

This PI was superseded to update recommendations and add warranty information. Please discard PIT4007D.

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

Condition/Concern

Some technicians may find that after SPS programming of a replacement radio the display will show "LOCKED" or "THEFT LOCK". The radio theft deterrent system disables radio functionality if the VIN information sent by the BCM does not match the vehicle VIN information contained in the radio. The radio compares its learned VIN information to the VIN learned in the BCM via GMLAN. If a radio is replaced or swapped from another vehicle the radio will need to relearn the VIN information before it will function. The radio learns the VIN information during the SPS programming event.

Recommendation/Instructions

Currently, some SPS programming events will NOT successfully learn the vehicles VIN information in the radio. To correct this concern, contact the Techline Customer Support Center at 800-828-6860 for a calibration to learn the VIN in the radio.

Warranty Information

For vehicles repaired under warranty, please refer to the latest version of bulletin 06-08-47-001 for warranty information on control module reset/configuration. 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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