



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Unable To Pause CD Or Media

Models: 2013 Buick Encore
2012-2013 Buick LaCrosse, Regal, Verano
2012-2013 Chevrolet Camaro, Cruze, Equinox, Malibu, Volt
2012-2013 GMC Terrain
Equipped with Navigation Radio (RPO UEW or UHQ)

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

Condition/Concern

A customer may comment they cannot pause a CD or media.

Recommendation/Instructions

Vehicles equipped with these particular navigation radios do not have a pause button. The source will need to be changed or the power button will need to be pressed in order to pause a CD or media.

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.

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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