



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Radio Display Blank with Audio and Control Still Present

**Models:** 2013 Cadillac ATS, SRX, XTS  
Equipped with CUE system

2014 Chevrolet Impala, Silverado 1500  
Equipped with IO4, IO5, or IO6

2014 GMC Sierra 1500  
Equipped with IO4, IO5, IO6

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

### Condition/Concern

The radio display is blank, but audio is heard and the radio can be controlled. Diagnostic Trouble Code B127E may be set in the Human Machine Interface module.

### Recommendation/Instructions

Inspect the USB video cable from the Human Machine Interface module to the Integrated Center Stack for signs of cable damage or loose connections. If no issues are found, contact General Motors Technical Assistance Center for further assistance.

### Warranty Information

For wiring repairs covered under warranty, please refer to latest version of bulletin 10-00-89-005 for warranty information on wire/connector repairs.

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.

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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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