



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Radio Display Blank

**Models:** 2013 - 2014 Cadillac ATS, SRX, XTS  
Equipped with CUE system

2014 Buick LaCrosse, Regal  
Equipped with IO4, IO5, or IO6

2014 Cadillac CTS, ELR  
Equipped with CUE system

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

2014 GMC Sierra 1500  
Equipped with IO4, IO5, IO6

*This PI was superseded to update subject, models, keywords and conditions. Please discard PIC5892.*

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

### Condition/Concern

A customer may comment radio display is blank, but audio may or may not be present.

### Recommendation/Instructions

Please check the vehicle for any DTCs related to the Infotainment system. Verify with GDS2 if a Surrogate MOST Master Node Upstream Position is stored in Radio Data Display. Please fill out the following questionnaire and contact General Motors Technical Assistance Center for further assistance.

If the display is blank, but audio IS heard:

1. Did this occur at startup or while driving?
2. If occurred at start up, how long was vehicle sitting before start up?
3. If driving, how long had vehicle been being driven and what was being done (i.e. pushing radio buttons, turning knobs, phone call)?
4. Is there a phone paired and connected?
5. Are there any media devices connected (i.e. USB stick, iPod, etc.)?
6. What time did this occur and how long has it or did it last?
7. Does the screen appear black or gray?
  - 7.1. If screen is gray:

- 7.1.1. Trying pressing the touch screen and note if anything happens.
- 7.1.2. Try adjusting volume via ICS and Steering Wheel Controls (SWC) (note if audio changes and if volume bar displayed on DIC and ICS)
- 7.1.3. Try changing bands with SWC and Knob (note if station changes)
- 7.2. If the screen is black:
  - 7.2.1. Hold a flashlight to the screen and note if anything can be seen.
  - 7.2.2. Try pressing the touch screen and note if anything happens.
  - 7.2.3. Try adjusting volume via knob and SWC as well as hard buttons, if equipped.
- 8. If equipped, shift the vehicle into reverse and note if the Rear Camera Image is displayed.
- 9. If equipped, press the PTT button on the SWC to launch speech recognition. Note if "Please say a command" or "Command Please" is audible. Watch the DIC to see if the Speech Rec command pop up appears.
- 10. If equipped, check the OnStar LED on the Rear View Mirror and note the color (red, green, or blank).
- 11. If equipped, push the OnStar Advisor call button and note if OnStar advisor can be heard.
- 12. Access the audio menu in the DIC, select Browse, and note if AM, XM, FM available and if the band can be changed.
- 13. If equipped, access the Navigation menu in the DIC and see if options are available.

If the display is blank and audio IS NOT heard:

- 1. Did this occur at startup or while driving?
- 2. If occurred at start up, how long was vehicle sitting before start up?
- 3. If driving, how long had vehicle been driven and what was being done before condition presented itself? I.e. pushing radio buttons, turning knobs, phone call, OnStar call, etc.
- 4. What is displayed on the ICS radio screen currently?
- 5. What audio was being used before loss of audio? I.e. FM, XM, AM, Media, Pandora
- 6. Is the "mute" icon displayed on the ICS?
- 7. Is the correct time shown on the ICS display and if so, is it updating?
- 8. What does the audio screen display if it is different than after the audio was lost?
- 9. Try changing favorites and stations with the SWC, ICS tuning knob, and seek hard buttons and note what is functional.
- 10. Try changing bands with the radio hard button.
- 11. Try accessing Media with the Media hard button.
- 12. Can turn signal "click clacks" be heard?
- 13. Try adjusting the volume via the ICS knob and SWC (note if audio changes and if volume bar displayed on DIC and ICS.) If volume bar appears on ICS and/or IPC, does the volume bar appear empty or does it increment/decrement when adjusting?
- 14. If equipped, press the PTT button on the SWC to launch speech recognition. Note if "Please say a command" or "Command Please" is audible. Also watch the DIC to see if the Speech Rec command pop up appears.
- 15. If equipped, check the OnStar LED on the Rear View Mirror and note the color (red, green, or blank)
- 16. If equipped, push the OnStar Advisor call button and note if the OnStar audio prompts can be heard.
- 17. If a phone is paired and connected, try making a phone a call and note if Bluetooth audio is heard.
- 18. If equipped and speech and/or ICS touch screen functioning, enter a destination and note if NAV prompts can be heard.

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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