



Service Bulletin

File in Section: -

Bulletin No.: PIT5230

Date: September, 2013

PRELIMINARY INFORMATION

Subject: Various Audio Concerns Including Time-Shift Inoperative/Skipping/Choppy - iPod Audio Skipping/Choppy - Unable to Dismiss Bluetooth Phone Connected Message

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500

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

Condition/Concern

A customer may comment about the following concerns:

- Timeshift audio is skipping/choppy
- Timeshift is inoperative
- No audio is heard after a Bluetooth or OnStar call
- iPod audio is skipping/choppy
- The dismiss button for the "Bluetooth Phone Connected" message is missing
- Certain audio tones cannot be heard
- Audio is inoperative on one side of the vehicle

Recommendation/Instructions

Reprogram the radio with the latest calibrations in TIS2WEB.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS	Use Published Labor Time

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.