



Service Bulletin

File in Section: -

Bulletin No.: PIC5892

Date: July, 2013

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.