



Service Bulletin

PRELIMINARY INFORMATION

Subject: Various Radio Concerns Including No Audio Except Chime Distorted Or Inoperative Rear Camera -No Audio- Displayed On Audio Page In DIC

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500
2015 Cadillac Escalade Models
2015 Chevrolet Silverado, Tahoe, Suburban
2015 GMC Sierra, Yukon Models

Condition/Concern

Customers may comment on one or more of the following concerns:

- Rear camera blank, distorted, or fuzzy
- No radio, OnStar, or speech audio (except chime)
- Unable to change bands/stations
- Unable to adjust volume with steering wheel controls or radio knobs

Recommendation/Instructions

Please check X275 in the passenger compartment located behind the lower right side of the instrument panel. Inspect for bent terminals, terminals backing out of the connector, or terminals contacting another terminal behind each side of the connector and repair as necessary.

For rear camera concerns only: If no concern is found with X275 it is recommended to check all inline connectors that contain camera circuits. Please verify camera circuit integrity prior to replacing any components.

Please refer to SI Diagnostics if there is no concern found with connectors or wiring.

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.

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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