



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Characteristic - Key Off Radio Operation

**Models:** 2010 - 2014 Buick LaCrosse  
2011 - 2014 Buick Regal  
2012 - 2014 Buick Verano  
2010 - 2014 Cadillac SRX  
2013 - 2014 Cadillac ATS, XTS  
2014 Cadillac ELR  
2010 - 2014 Chevrolet Camaro, Equinox  
2011 - 2014 Chevrolet Cruze  
2014 Chevrolet Impala, Caprice PPV, Corvette, Silverado 1500, SS  
2012 - 2014 Chevrolet Sonic  
2014 Chevrolet Malibu, Spark  
2011 - 2014 Chevrolet Volt  
2010 - 2014 GMC Terrain  
2014 GMC Sierra 1500

*This PI was superseded to update model list. Please discard PIC5161C.*

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

### Condition/Concern

Customer may comment that after turning the ignition off and opening the driver's door that they can turn the radio on.

### Recommendation/Instructions

Radio Operation:

- The radio will work when the key is in ON/RUN or ACC/ACCESSORY. Once the key is turned from ON/RUN to LOCK/OFF, the radio will continue to work for 10 minutes or until the driver's door is opened.
- The radio can then be turned back on after Retained Accessory Power (RAP) has been canceled by simply pressing the power button on the radio. Once the radio is turned on this way, opening the driver's door will not turn the radio off; it stays on for about 10 minutes.

**Note:** Certain radios can stay on longer than 10 minutes if there are any additional inputs; such as pressing a preset button. Any radio input may reset the 10 minute timer. When the radio turns off after the 10 minutes it can be turned back on by pressing the power button.

The radio can be turned off at any time by pressing the power button.

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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