



Service Bulletin

PRELIMINARY INFORMATION

Subject: Navigation Or Radio Display Blank Or Flashing DTC B1265, B1288 Or B1289

Models: 2007-2014 Cadillac Escalade Models
2007-2013 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2014 Chevrolet Silverado 2500/3500, Suburban, Tahoe
2007-2013 GMC Sierra, Yukon Models
2014 Sierra 2500/3500, Yukon Models

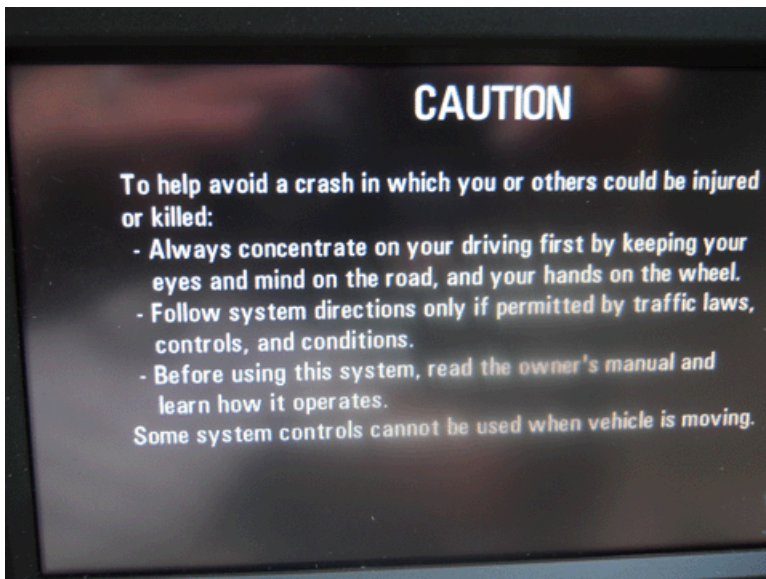
This PI was superseded to update model years. Please discard PIT4474D.

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

Condition/Concern

Some customers may comment of one or all of the following concerns:

- Navigation or radio screen is blank or flashes on and off
- No sound from speakers
- Rear DVD screen inoperative
- DTC B1265, B1288 Or B1289
- Navigation disclaimer message intermittently will be displayed (see below)



This condition may be caused by the remote enable signal wire circuit 7066 being shorted to ground. This remote enable signal comes from the radio and feeds the Amplifier (except vehicles with RPO Y91 or any 2009 and later Chevrolet Utility equipped with RPO STZ), the antenna module (utilities only), and the rear video display (with RPO U42).

Note: When the remote enable signal wire (Circuit 7066) is first shorted to ground, the navigation screen or radio display may start to flash. If the wire remains

shorted for more than 2 minutes, the navigation or radio display goes blank. The radio's current limiting logic will not re-enable the output on the entertainment remote enable circuit until after the radio performs a full power-down. It may be necessary to wait 5 minutes with the key OFF and retained accessory power OFF for the radio to re-enable this output.

Recommendation/Instructions

If you experience this concern, check for a short to ground on the remote enable signal wire (Circuit 7066) and repair and re-route the circuit as needed. The most common area of concern is a shorted wiring harness near the rear DVD display screen under the headliner.

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.

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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