



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Call Screen Is Still Displayed After Ending A Bluetooth Call

**Models:** 2014 Buick LaCrosse, Regal  
2013-2014 Cadillac ATS, SRX, XTS  
2014 Cadillac CTS Sedan, ELR  
2014 Chevrolet Corvette, Impala  
2014 Chevrolet Silverado 1500  
2014 GMC Sierra 1500  
2015 GMC Sierra 2500/3500 (without RPO AVF)  
2015 Chevrolet Silverado 2500/3500 (without RPO AVF)  
2015 Chevrolet Suburban, Tahoe (without RPO AVF)  
2015 GMC Yukon Models (without RPO AVF)  
2015 Cadillac Escalade (without RPO AVF)  
with RPOs IO4, IO5, IO6, UY4, RAO (Except RPO UPF)

### Condition/Concern

Customer may comment that the radio display does not always return to the previous source screen when a Bluetooth call has ended.

### Recommendation/Instructions

**Important:** Do NOT replace any components for this condition.

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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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