



Service Bulletin

PRELIMINARY INFORMATION

Subject: RKE / Passive Entry & Start / SWC / Touch Screen Inoperative / No Audio / DTC B3101 U0028 U0029

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

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

Condition/Concern

Depending on vehicle options some owners may have any of the following concerns:

- RKE Inoperative
- Passive Entry and Start Inoperative
- No Audio
- Touch Screen Inoperative
- Steering Wheel Controls Inoperative
- BCM DTC B3101
- Radio and HMI DTC's U0028 and U0029

These concerns could be caused by the dash harness (2) being pinched between the left I/P dash mounting bracket (1) and the body, as shown below. In many cases, the complete harness is not pinched and may not be as apparent as shown in the below photo. When inspecting for a pinched harness, make sure the harness can be moved freely away from the bracket to body interface.



Recommendation/Instructions

To repair this concern, loosen the left I/P dash mounting bracket bolts and pull the harness free. Open the harness and repair any damaged wires as necessary.

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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