



Service Bulletin

PRELIMINARY INFORMATION

Subject: TAC Part Restriction - Navigation Radio, Radio, Human Machine Interface, Media Player, Radio Display, and Radio Control/Integrated Center Stack - US Dealers

Models: 2014-2015 Buick Enclave, Encore, LaCrosse, Regal, Verano
2014-2015 Cadillac ATS models, CTS models, ELR, Escalade models, SRX,
2014-2015 Chevrolet Camaro, Captiva Sport, Corvette, Cruze, Equinox, Express, Impala VIN 1, Malibu, Silverado, Sonic, Spark, SS, Suburban, Tahoe, Traverse, Volt
2014-2015 GMC Acadia, Savanna, Sierra, Terrain, Yukon models
2015 Chevrolet Colorado, City Express Van
2015 GMC Canyon

This PI was superseded to update Model Years. Please discard PIT4911X.

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

Condition/Concern

US Dealers - Effective September 3rd, 2014 all of the following parts below will be placed on restriction through the General Motors Technical Assistance Center. Please review recommendations below prior to contacting TAC at (877)446-8227 (US).

Important: When calling TAC, be certain to select the Navigation Radio prompt for ANY part listed below, regardless if it is a Nav or Non-Nav part.

Canada Dealers - This PI is for US DEALERS ONLY, please contact York Electronics directly at (888)650-9675 (Oshawa) or (800)361-2894 (Calgary).

Recommendation/Instructions

For all Infotainment calls please provide the part number (PN) of the component that is currently in the vehicle. Depending on the concern TAC may require additional information such as Map disc/card PN's, software/calibration numbers, and testing results of previous diagnostics.

2014-2015 Buick Enclave, Encore, Verano - All radio PN's

2014-2015 Buick LaCrosse, Regal - All radio, radio control/ICS/display, HMI, and CD/Media disc player PN's

2014 Cadillac CTS Wagon - All radio PN's

2014-2015 Cadillac CTS Coupe, CTS-V, CTS-V Sport - All radio PN's

2014-2015 Cadillac ATS, CTS Sedan VIN A, ELR, Escalade Models, SRX, XTS - All radio, radio control/ICS/display, HMI, and CD/Media disc player PN's

2014 Chevrolet Silverado 1500 - All radio, radio control/ICS/display, HMI, and CD/Media disc player PN's

2014 Chevrolet Express, Tahoe, Silverado 2500/3500, Suburban - Radio RPO UYS only

2014-2015 Chevrolet Corvette, Impala VIN 1 - All radio, radio control/ICS/display, HMI, and CD/Media disc player PN's

2014-2015 Chevrolet Captiva Sport, Cruze, Equinox, Express, Malibu, SS, Traverse, Volt - All radio PN's

2014-2015 Chevrolet Camaro - All radio and radio control PN's

2014-2015 Chevrolet Sonic, Spark - Radio RPO UF7 only

2015 Chevrolet Colorado, Suburban, Tahoe - All radio, radio control/ICS/display, HMI, and CD/Media disc player PN's

2015 Chevrolet City Express Van - All radio PN's

2014-2015 GMC Acadia - All radio PN's

2014 GMC Savanna, Sierra 2500/3500, Yukon models - Radio RPO UYS only

2014 GMC Sierra 1500 - All radio, radio control/ICS/display, HMI, and CD/Media disc player PN's

2015 GMC Canyon, Sierra, Yukon models- All radio, radio control/ICS/display, HMI, and CD/Media disc player PN's

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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