



Service Bulletin

PRELIMINARY INFORMATION

Subject: Base Radio Inoperative After Using Siri

Models: 2015 Cadillac ATS
2015 Chevrolet, Impala, Silverado 1500
2015 Chevrolet Colorado, Silverado HD, Suburban, Tahoe (RPO AVF*)
2015 GMC Canyon, Sierra, Sierra HD, Yukon Models (RPO AVF*) * Only Utilities and HD pickup trucks equipped with RPO AVF
Equipped with Base Radio's RAO or IO3

Condition/Concern

A customer may state that the radio will lose audio (except chimes) and become inoperative after using Siri.

Recommendation/Instructions

Do not replace any parts for the concern. The concern may be corrected by an ignition cycle. If the radio continues to be inoperative please contact General Motors Technical Assistance for further direction.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle. Please also ask the customer to refrain from using this feature until a fix becomes available as the radio may become inoperative.

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION