



Service Bulletin

File in Section: -

Bulletin No.: PI1356A

Date: December, 2014

PRELIMINARY INFORMATION

Subject: Radio Display Blank, Freezes and/or Locks Up

Models: 2015 Buick Encore (RPOs UFU)
2015 Buick Verano (RPOs UYE, UFU)
2015 Chevrolet Camaro (RPOs UYE, UFU)
2015 Chevrolet Cruze (RPOs UYE, UFU)
2015 Chevrolet Equinox (RPOs UYE, UFU)
2015 Chevrolet Malibu (RPOs UYE, UFU)
2015 Chevrolet Volt (RPOs UFU)
2015 GMC Terrain (RPOs UYE, UFU)
All Equipped with RPO UPF

This PI has been revised to update model RPOs and remove Chevrolet SS.
Please discard PI1356.

Condition/Concern

Some customers may comment that the radio screen is blank with audio, has locked-up or is frozen. This may have led to a battery drain at one point in which the issue is resolved afterwards. No OnStar® interaction is required to get into this state.

Recommendation/Instructions

Do NOT replace any parts at this time. If the vehicle is currently in this state, a press of the call answer/end button on the mirror will correct the concern. This is a known software issue under investigation that will be resolved via an Over The Air process when available.

Note: This PI should not be used for any unduplicated battery drain unless the customer specifically mentioned the radio lock-up.

If pressing the call answer/end button does not solve this issue, refer to SI and continue with normal diagnostics.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3480138*	Press OnStar Call/Answer Button for Radio Issue	0.2 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

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.