



# Service Bulletin

File in Section: -

Bulletin No.: PI1374

Date: December, 2014

## PRELIMINARY INFORMATION

**Subject:** No XM Audio or Time Shift, Radio Lock-Up, Slow Response, Vertical Line Between Clock and Temperature, Poor FM Reception (Truck Only)

**Models:** 2015 Buick LaCrosse, Regal  
2015 Cadillac ATS, CTS Sedan (VIN A), ELR, Escalade Models, SRX, XTS  
2015 Chevrolet Corvette, Impala (VIN 1), Silverado, Suburban, Tahoe  
2015 GMC Sierra, Yukon Models  
Equipped with RPOs IO3, IO4, IO5, IO6

### Condition/Concern

Some customers may comment on the following concerns:

Condition	RPO			
	IO3	IO4	IO5	IO6
Slow response tuning to different XM stations	x			
Poor radio reception (Truck Only)	x	x	x	x
Time shift rewind/pause button highlighted but it does not function	x	x	x	x
Radio locking up when Clock Screen mode is activated	x	x	x	x
If audio source is changed right before turning ignition off, the next ignition cycle may not have any audio	x	x	x	x
Removal of vertical line between Clock and Temp	x			
No XM audio. Ignition cycle returns audio	x	x	x	x

### Recommendation/Instructions

**Note:** IO3 radios may take 2 + hours to complete programming. Due to the length in programming, a wired internet connection is preferred

**Important:** When programming IO3 radios, measures must be taken to NOT let the tech's TIS2WEB computer go to sleep during programming.

An updated software calibration has been released to address the above conditions. Update/reprogram the radio using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.

Clear any DTCs.

**Important:** The vehicle modules MUST go to sleep for 5 minutes after programming the HMI module. If not, the vehicle may not have sound, blank screen, no touch response or the wrong splash screen may appear on the screen. If this happens, shut off vehicle and wait the required 5 minutes before starting vehicle again.

### 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
2810335	Radio Reprogramming with SPS	Use Published Labor Operation Time
2880278*	Radio Reprogramming with SPS (IO3 Radios ONLY)	1.0 hr

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 It will not be published in the Labor Time Guide.