



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent No Audio Except Chime - Cannot Change Bands or Stations

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500
2015 Cadillac Escalade
2015 Chevrolet Silverado, Suburban, Tahoe
2015 GMC Sierra, Yukon
Equipped with Amplifier RPO UQA, UQH, or UQS

Condition/Concern

Some customers may comment that when starting the vehicle intermittently they have no audio except chime. When the concern is present, the chime continues to operate normally but they cannot change bands or stations.

Recommendation/Instructions

Check for DTC's.

If any DTC's are set, please refer to published SI diagnostics.

Only proceed with this PI if no current DTC's are present.

Disconnect the amplifier, turn on ignition, and verify approximately 12 volts on circuit 3999 (X4 terminal 14). If no voltage is present, check circuit 3999 for an open and repair as needed.

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.

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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