



Service Bulletin

PRELIMINARY INFORMATION

Subject: USB Ports Inoperative After Removing SD Card With Ignition Off

Models: 2015 Buick LaCrosse, Regal
2015 Cadillac ATS, CTS, SRX, XTS
2015 Cadillac Escalade Models (RPO AVF*)
2015 Chevrolet Corvette, Impala, Silverado 1500
2015 Chevrolet Silverado HD, Suburban, Tahoe (RPO AVF*)
2015 GMC Sierra 1500
2015 GMC Sierra HD, Yukon Models (RPO AVF*)

Condition/Concern

Customers may comment that the USB port is inoperative or they receive a message of "No other media available" when pressing the Media button. They may also comment that the USB light illuminates but the radio does not recognize a device is installed. If an SD card was removed with the ignition off no other media devices will work when connected.

Recommendation/Instructions

If available, reinstall the SD card that was removed. If the original SD card is installed and removed with the ignition on all other USB devices will start working. If the SD card is not available please perform the following steps: Press Home>> Settings>> Return to Factory Settings>> Clear All Private Data. Turn ignition off for 5 minutes and retest USB operation.

Note: USB may need to be disconnected and reconnected.

Engineering is aware of the concern and is currently working towards a resolution.

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 the dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Warranty Information

For vehicles repaired under warranty, please refer to the latest version of bulletin 06-08-47-001 for warranty information on labor-only electrical repairs.

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION