



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic – Radio Clock Screen Is Not Retained After A Key Cycle

Models: 2014-2015 Buick Lacrosse, Regal
2014-2015 Chevrolet Impala, Corvette, Silverado 1500
2015 Chevrolet Silverado HD, Suburban, Tahoe
2013-2015 Cadillac ATS, SRX, XTS
2014-2015 Cadillac CTS Coupe, ELR
2015 Cadillac CTS
2015 Cadillac Escalade Models
2014-2015 GMC Sierra 1500
2015 GMC Sierra HD, Yukon Models

Condition/Concern

Some customers may comment that when the vehicle is shut off while the radio is off and the analog clock is displayed, the radio will turn back on with muted audio if the customer restarts the vehicle after it has been off long enough to cancel RAP (Retained Accessory Power) with the key fob outside of the vehicle. This concern is present on current production and service software levels.

Recommendation/Instructions

No action should be taken at this time as this is considered a normal operating characteristic of the CUE/MyLink/Intellilink system.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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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