



Service Bulletin

PRELIMINARY INFORMATION

Subject: Radio Source Changes Randomly While Driving

Models: 2014 Buick Enclave
2014 Chevrolet Traverse, Captiva
2014 GMC Acadia
Equipped with Radio RPO UHU, UG4, UGU, UGY, UGX, UHW or UHV

Condition/Concern

The customer may state that the radio will change sources at random while driving.

Recommendation/Instructions

Do not replace any parts for this concern. If the concern is after startup, please see if the latest version of PIT5329 applies. If the concern is random and is not shortly after startup, answer the following questions and contact GM Technical Assistance to review further direction. Please have the answers readily available when calling.

How often is it happening?

How long into an ignition cycle?

What sources does it switch from and to?

Is there a CD inserted?

Anything plugged in to USB and/or Aux port?

Are there any devices showing in the device list, and if so please list them?

Does this occur while a device is paired or connected to the vehicle?

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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