



# Service Bulletin

File in Section: -

Bulletin No.: PIT4911Y

Date: September, 2014

## PRELIMINARY INFORMATION

**Subject:** TAC Part Restriction - Navigation Radio, Radio, Human Machine Interface, Media Player, Radio Display, and Radio Control/Integrated Center Stack - US Dealers

**Models:** 2014-2015 Buick Enclave, Encore, LaCrosse, Regal, Verano  
2014-2015 Cadillac ATS models, CTS models, ELR, Escalade models, SRX,  
2014-2015 Chevrolet Camaro, Captiva Sport, Corvette, Cruze, Equinox, Express,  
Impala VIN 1, Malibu, Silverado, Sonic, Spark, SS, Suburban, Tahoe, Traverse, Volt  
2014-2015 GMC Acadia, Savanna, Sierra, Terrain, Yukon models  
2015 Chevrolet Colorado, City Express Van  
2015 GMC Canyon

**This PI was superseded to update Model Years. Please discard PIT4911X.**

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

US Dealers - Effective September 3rd, 2014 all of the following parts below will be placed on restriction through the General Motors Technical Assistance Center. Please review recommendations below prior to contacting TAC at (877)446-8227 (US).

**Important:** When calling TAC, be certain to select the Navigation Radio prompt for ANY part listed below, regardless if it is a Nav or Non-Nav part.

Canada Dealers - This PI is for US DEALERS ONLY, please contact York Electronics directly at (888)650-9675 (Oshawa) or (800)361-2894 (Calgary).

### Recommendation/Instructions

For all Infotainment calls please provide the part number (PN) of the component that is currently in the vehicle. Depending on the concern TAC may require additional information such as Map disc/card PN's, software/calibration numbers, and testing results of previous diagnostics.

2014-2015 Buick Enclave, Encore, Verano - All radio PN's

2014-2015 Buick LaCrosse, Regal - All radio, radio control/ICS/display, HMI, and CD/Media disc player PN's

2014 Cadillac CTS Wagon - All radio PN's

2014-2015 Cadillac CTS Coupe, CTS-V, CTS-V Sport - All radio PN's

2014-2015 Cadillac ATS, CTS Sedan VIN A, ELR, Escalade Models, SRX, XTS - All radio, radio control/ICS/display, HMI, and CD/Media disc player PN's

2014 Chevrolet Silverado 1500 - All radio, radio control/ICS/display, HMI, and CD/Media disc player PN's

2014 Chevrolet Express, Tahoe, Silverado 2500/3500, Suburban - Radio RPO UYS only

2014-2015 Chevrolet Corvette, Impala VIN 1 - All radio, radio control/ICS/display, HMI, and CD/Media disc player PN's

2014-2015 Chevrolet Captiva Sport, Cruze, Equinox, Express, Malibu, SS, Traverse, Volt - All radio PN's

2014-2015 Chevrolet Camaro - All radio and radio control PN's

2014-2015 Chevrolet Sonic, Spark - Radio RPO UF7 only

2015 Chevrolet Colorado, Suburban, Tahoe - All radio, radio control/ICS/display, HMI, and CD/Media disc player PN's

2015 Chevrolet City Express Van - All radio PN's

2014-2015 GMC Acadia - All radio PN's

2014 GMC Savanna, Sierra 2500/3500, Yukon models - Radio RPO UYS only

2014 GMC Sierra 1500 - All radio, radio control/ICS/display, HMI, and CD/Media disc player PN's

2015 GMC Canyon, Sierra, Yukon models- All radio, radio control/ICS/display, HMI, and CD/Media disc player PN's

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.