



Service Bulletin

File in Section: -

Bulletin No.: PIC6003

Date: May, 2014

PRELIMINARY INFORMATION

Subject: Radio Display May Have Rolling Image After Switching Video Modes

Models: 2015 Chevrolet Suburban
2015 GMC Yukon Models
2015 Chevrolet Tahoe
With Rear Seat Entertainment (RPO U42)

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

Condition/Concern

A rolling video on the ICS/Display may result when switching from radio/nav video to RSE video.

Recommendation/Instructions

General Motors is currently working on a permanent solution for this concern. In the meantime, the issue can be corrected by pressing any of the radio/HVAC controls or shifting out of park and back into park.

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

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.