



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip: Various Infotainment Concerns Caused By Aftermarket Equipment Installed Into Multi-Media/Auxiliary Ports

Models: 2013-2015 Cadillac ATS, CTS, SRX, XTS
Equipped with CUE Infotainment systems
2014-2015 Buick Regal, LaCrosse
Equipped with IntelliLink Infotainment systems
2014-2015 Chevrolet Colorado, Corvette, Impala, Silverado, Suburban, Tahoe
Equipped with MyLink Infotainment systems
2014-2015 GMC Canyon Sierra, Yukon models
Equipped with IntelliLink Infotainment systems

Condition/Concern

Customer concerns can include, but are not limited to: Blank displays, flashing displays, Error or Update failed Messages, Navigation Map not loading, Bluetooth or USB concerns

Recommendation/Instructions

Please check and remove any devices plugged into the USB ports, SD card slots, or 12 volt accessory ports prior to diagnosing any infotainment concern.

SD cards mount almost flush to the port and can be difficult to see.

Many vehicles also have a USB port that can only be accessed by raising or lowering the radio display/control assembly.

Please verify no devices in the storage bins behind the display/control assemblies, if applicable.

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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