



Service Bulletin

PRELIMINARY INFORMATION

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

Models: 2014-2015 Buick Encore, LaCrosse, Regal, Verano
2015 Buick Enclave
2013-2015 Cadillac ATS, SRX, XTS
2014-2015 Cadillac CTS, ELR
2015 Cadillac Escalade models
2014-2015 Chevrolet Camaro, Corvette, Cruze, Equinox, Impala, Malibu, Silverado LD, SS, Volt
2015 Chevrolet Captiva, City Express, Colorado, Express, Silverado LD/HD, Sonic, Spark, Suburban, Tahoe, Traverse, Trax
2014 GMC Sierra LD
2014-2015 GMC Terrain
2015 GMC Acadia, Canyon, Savanna, Sierra LD/HD, Yukon models

This PI was superseded to update Models and Recommendation/Instructions. Please discard PIT5411A.

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

Condition/Concern

US Dealers - Effective February 3rd, 2015 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

Please see the list below for current TAC part restrictions. For all Infotainment calls 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.

HMI

2014-2015 Buick LaCrosse, Regal
2013-2015 Cadillac ATS, SRX, XTS
2014-2015 Cadillac CTS, ELR
2015 Cadillac Escalade models
2014-2015 Chevrolet Corvette, Impala, Silverado
2015 Chevrolet Colorado, Suburban, Tahoe
2014-2015 GMC Sierra
2015 GMC Canyon, Yukon models

Radio/Tuner

2014-2015 Buick Encore, LaCrosse, Regal, Verano

2015 Buick Enclave

2014-2015 Cadillac ATS, CTS, ELR, SRX, XTS

2015 Cadillac Escalade models

2014 Chevrolet Camaro, Corvette, Cruze, Equinox, Impala, Malibu, Silverado LD, Volt

2015 Chevrolet Camaro, Captiva, City Express, Colorado, Corvette, Cruze, Equinox, Express, Impala, Malibu, SilveradoLD/HD, Sonic, Spark, SS, Suburban, Tahoe, Traverse, Trax, Volt

2014 GMC Sierra LD, Terrain

2015 GMC Acadia, Canyon, Savanna, Sierra LD/HD, Terrain, Yukon models

Radio Control/ICS/display

2015 Buick LaCrosse, Regal

2015 Cadillac ATS, CTS, ELR, Escalade, SRX, XTS

2015 Chevrolet Camaro, Colorado, Corvette, Equinox, Impala, Silverado LD/HD, SS, Suburban, Tahoe, Volt

2015 GMC Canyon, Sierra LD/HD, Terrain, Yukon

Media Disc Players

2015 Buick LaCrosse, Regal

2015 Cadillac ATS, CTS, ELR, Escalade, SRX, XTS

2015 Chevrolet Colorado, Corvette, Impala, Silverado LD/HD, Suburban, Tahoe

2015 GMC Canyon, Sierra LD/HD, Yukon

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.

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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