



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent Inoperative Radio or Locked Up

Models: 2015 Chevrolet Spark, Sonic
With RPO UM7 or RPO UH7 Radio

Condition/Concern

Some customers may comment that the radio will intermittently lock up and become inoperative, which will lead to a blank display. This concern usually occurs after an OnStar Turn-By-Turn (TBT) route.

Recommendation/Instructions

Please do not replace any parts for this concern at this time. Engineering is aware of the concern and working diligently to release software to correct this concern. The concern normally can be corrected by turning off ignition, opening door to cancel Retained Accessory Power (RAP), and then restarting the vehicle. If concern is not corrected by ignition cycle it may be necessary to remove the radio fuse for 2 minutes and then reinstall.

Warranty Information

For vehicles repaired under warranty, please refer to the latest version of bulletin 06-08-47-001 for warranty information on control module reset/configuration.

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.

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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