



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Radio Inoperative with No Communication and DTC U0184

**Models:** 2015 Buick LaCrosse, Regal  
2015 Cadillac ATS, CTS (VIN A), Escalade (RPO AVF), SRX, XTS  
2015 Chevrolet Colorado, Corvette, Impala, Silverado LD, Silverado HD (RPO AVF), Suburban (RPO AVF), Tahoe (RPO AVF)  
2015 GMC Canyon, Sierra LD, Sierra HD (RPO AVF), Yukon models (RPO AVF)

*This PI was superseded to update Recommendation/Instructions. Please discard PIT5401B.*

### Condition/Concern

Some customers may comment that their radio is inoperative, loss of sound, or their display is blank. When performing diagnostics, technicians may find no communication with the radio and U0184 set in other modules.

### Recommendation/Instructions

#### For Dealerships within 4 hours of Warren Michigan:

Please contact the GMTAC Infotainment department prior to making any repairs. Do not cycle power to the Radio/Tuner.

#### For all other Dealerships:

General Motors is working on a permanent solution for this concern. In the meantime, cycle the Radio/Tuner fuse and re-evaluate the concern. No parts replacement or further diagnostics needed if concern is corrected with a power cycle. If the concern is no longer present, advise the customer that we apologize for this inconvenience and that General Motors is working on a permanent solution for this concern. Once a permanent 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.

If the concern is still present after a power cycle please record the radio power and ground readings and the voltage on the low speed data line (circuit 5060). If no concern with power, ground, data line, or connections, replace the Radio/Tuner. Please review to the latest version of PIT5411 for part restriction details.

### Parts Information

If radio/tuner replacement is required, use the latest part number available through your Electronic Service Center.

### Warranty Information

For vehicles repaired under warranty by resetting the Radio/Tuner, please refer to the latest version of bulletin 06-08-47-001 for warranty information on control module reset/configuration. For wiring repairs covered under warranty, please refer to the latest version of bulletin 10-00-89-005 for warranty information on wire/connector repairs. If it is necessary to replace the Radio/Tuner under warranty, use:

Labor Operation	Description	Labor Time
3420840	Radio Replacement	Use Published Labor Operation Time

### Additional SI Keywords

Tuner, INOP

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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