



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Base Radio Inoperative After Using Siri

Models: 2015 Cadillac ATS
 2015 Chevrolet, Impala, Silverado 1500
 2015 Chevrolet Colorado, Silverado HD, Suburban, Tahoe (RPO AVF*)
 2015 GMC Canyon, Sierra, Sierra HD, Yukon Models (RPO AVF*)
 Equipped with Base Radio RPOs RAO or IO3
 * Only Utilities and HD pickup trucks equipped with RPO AVF

This PI was superseded to update Recommendation/Instructions. Please discard PIC6053.

Condition/Concern

A customer may state that the radio will lose audio (except chimes) and become inoperative after using Siri. An ignition cycle may restore radio operation.

Recommendation/Instructions

The use of SIRI is not supported by this radio configuration.

The concern may be corrected by an ignition cycle. If the radio is still in a locked state after performing the recommended ignition cycle, please attempt a 5 minute power-cycle of the radio. If normal operation resumes, release the vehicle to the customer. If the radio is still in a locked state, the radio will need to be replaced. Please refer to the latest version of PIT5411 regarding information on the radio parts restriction.

Once resolved by any of the methods above, advise the customer to avoid using SIRI to prevent reoccurrence as it is not supported by this radio configuration.

Warranty Information

For wiring repairs covered under warranty, please refer to latest version of bulletin 10-00-89-005 for warranty information on wire/connector repairs. For vehicles repaired under warranty by replacing the radio, use:

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

Customer Information

Once resolved by any of the methods above, advise the customer to avoid using SIRI to prevent reoccurrence as it is not supported by this radio configuration

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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