



Service Bulletin

PRELIMINARY INFORMATION

Subject: Radio Display Blank, Freezes and/or Locks Up

Models: 2015-2016 Buick Encore (RPOs UFU)
 2015-2016 Buick Verano (RPOs UYE, UFU)
 2015 Chevrolet Camaro (RPOs UYE, UFU)
 2015-2016 Chevrolet Cruze (RPOs UYE, UFU)
 2015-2016 Chevrolet Equinox (RPOs UYE, UFU)
 2015-2016 Chevrolet Malibu (RPOs UYE, UFU)
 2015-2016 Chevrolet Volt (RPOs UFU)
 2015-2016 GMC Terrain (RPOs UFU)
 All Equipped with RPO UPF

Attention: This PI also applies to any of the above models that may be Export vehicles.

This PI has been revised to add the 2016 Model Year. Please discard PI1356C.

Condition/Concern

Some customers may comment that the radio screen is blank, locked-up or is frozen. However, the radio audio may still be heard. This may have led to a battery drain at one point in which the issue is resolved afterwards. No OnStar® interaction is required to get into this state.

Recommendation/Instructions

Technicians should check the OnStar® module software version following the steps below. If the version is 6708, do not continue with this PI and refer to SI for further diagnosis. If it is below 6708, a software update through OnStar® might not have been received yet.

1. In GDS2 select Telematic Control Module.
2. Select Module Information and view the Firmware Over The Air Version. Latest version is 6708.

If the vehicle is currently in this state, a press of the call answer/end button on the mirror will correct the concern. Do NOT replace any parts at this time.

Engineering is aware of the concern and is working on a resolution. Once a solution is available, this PI will be updated.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3480138*	Check OnStar ® Software Version and/or Press OnStar Call/Answer Button for Radio Issue	0.3 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

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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