



Service Bulletin

PRELIMINARY INFORMATION

Subject: Various Radio Concerns Including No Audio Except Chime / Distorted Or Inoperative Rear Camera / No Audio Displayed On Audio Page In DIC

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500
2015 Cadillac Escalade Models
2015 Chevrolet Silverado, Tahoe, Suburban
2015 GMC Sierra, Yukon Models

This PI was superseded to update the Condition/Concern and Recommendations/Instructions. Please discard PIT5277A.

Condition/Concern

Customers may comment on one or more of the following concerns:

- Rear Camera blank, distorted, or fuzzy
- No Radio, OnStar, or speech audio
- Unable to change bands/stations
- Unable to adjust volume with steering wheel controls or radio knobs
- NO AUDIO displayed on audio page in DIC

Concerns typically are very intermittent and hard to duplicate. Customers may mention the concern occurs after they start the vehicle, shut off the vehicle for a short amount of time, then restart the vehicle.

Recommendation/Instructions

Please check X275 in the passenger compartment behind the lower right side of the instrument panel and X225 in the passenger compartment behind the lower left side of the instrument panel. Inspect for bent terminals, terminals backing out of the connector, or terminals contacting another terminal behind each side of the connector and repair as necessary.

For vehicles equipped with an amplifier: The MOST bus enable circuit 3999 to the amplifier should be checked for an open. Please inspect both sides of X275 for terminal concerns.

For rear camera concerns only: If no concern is found with X275 it is recommended to check all inline connectors that contain camera circuits. Please verify camera circuit integrity prior to replacing any components. Please refer to SI Diagnostics if no concern found with connectors or wiring.

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.

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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