



# Service Bulletin

## PRELIMINARY INFORMATION

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

**Models:** 2015 Buick Encore (RPOs UFU)  
2015 Buick Verano (RPOs UYE, UFU)  
2015 Chevrolet Camaro (RPOs UYE, UFU)  
2015 Chevrolet Cruze (RPOs UYE, UFU)  
2015 Chevrolet Equinox (RPOs UYE, UFU)  
2015 Chevrolet Malibu (RPOs UYE, UFU)  
2015 Chevrolet Volt (RPOs UFU)  
2015 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 update the Recommendation/Instructions. Please discard PI1356E.*

### 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

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

Technicians should check the OnStar® module software version by performing the following steps.

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

**If the Firmware Over The Air Version is 6948 or Less Than** — Engineering is aware of the concern and is working on a resolution. Once a solution is available, this PI will be updated.

**If the version is Greater Than 6948** — the module has received the latest software update to correct the issue. If the concern is still present after confirming the software is Greater Than 6708, please contact GM Technical Assistance.

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION