



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Call Screen Is Still Displayed Or Flashing After Ending A Bluetooth Call

**Models:** 2014 Buick LaCrosse, Regal  
 2013-2014 Cadillac ATS, SRX, XTS  
 2014 Cadillac CTS Sedan, ELR  
 2014 Chevrolet Corvette, Impala  
 2014 Chevrolet Silverado 1500  
 2014 GMC Sierra 1500  
 2015 GMC Sierra 2500/3500 (without RPO AVF)  
 2015 Chevrolet Silverado 2500/3500 (without RPO AVF)  
 2015 Chevrolet Suburban, Tahoe (without RPO AVF)  
 2015 GMC Yukon Models (without RPO AVF)  
 2015 Cadillac Escalade (without RPO AVF)  
 with RPOs IO4, IO5, IO6, UY4, RAO (Except RPO UPF)

*This PI was superseded to update Warranty Information. Please discard PIT5285.*

### Condition/Concern

Some customers may comment that the radio display does not always return to the previous call/source screen when a bluetooth call has ended and/or that the call timer may continue to flash and increment.

### Recommendation/Instructions

**Important:** Do NOT replace any components for this condition.

The call/source screen staying displayed is a normal operating characteristic and cannot be changed. To prevent the call timer from flashing and incrementing after the call has ended, update the HMI module as outlined in the latest version of PI1126.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2880168*	Reprogram HMI Module (NAV Radio)	0.9 hr
2880168*	Reprogram HMI Module (Non-NAV Radio)	0.8 hr

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 It will not be published in the Labor Time Guide.

### Customer Information

If the customer has complained about the call/source screen staying displayed, please communicate to the customer that this condition is a normal operating

characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message. .

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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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