



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Radio Display, Audio, And Controls Inoperative

**Models:** 2015-2016 Cadillac Escalade, Escalade ESV  
2015-2016 Chevrolet Silverado 1500, Silverado 2500/3500, Suburban, Tahoe  
2015-2016 GMC Sierra 1500, Sierra 2500/3500, Yukon models  
Only Vehicles Equipped with Rear Seat Entertainment RPO U42

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

A vehicle may come into the dealer with the radio system inop. Technicians may notice a blank display with no audio or controls. This concern will last through multiple ignition cycles and is not intermittent. SI diagnostics may point to the Media Disc Player being the cause of the concern

### Recommendation/Instructions

If SI diagnostics do not point to the Media Disc Player as being at fault, please continue with normal diagnostics.

If SI diagnostics do point to the Media Disc Player being at fault, please do not unplug or remove power from the module or vehicle. Please gather as much information as possible from the list below and contact GM TAC if the dealer is within 4 hours from Northville, MI.

For dealers outside of this area or for navigation radio models, please continue to diagnose and repair as necessary.

1. Verify the customer experienced the exact failure mode we are investigating -- blank display -- and remained in that state through multiple trips (where the car was started each time and the concern was NOT intermittent).
2. Did any functions of the media system work while the screen was blank? (i.e. Volume)
3. Did you experience any other concerns with the vehicle when this occurred?
4. Did it occur right at start-up or did it happen after a period of driving?
  - If it occurred at start-up, approximately how long had the vehicle been parked before starting?
  - If it occurred while driving, approximately how long were you driving before these concerns were experienced? Did you notice any abnormal noises (static, popping, audio cut-out, etc.) prior to the loss of display/audio?
5. Do you recall what media was in use? (i.e. DVD, CD, Blu-ray)
6. Were you attempting to change anything on the media system when the issue occurred (i.e. using voice commands, changing source or station, adjusting volume, plugging in or removing phone or USB device, etc.)
7. Did you have a cell phone or other device (tablet, iPad, USB flash drive, etc.) plugged in when the issue occurred?
8. Do you recall what parts of the system were in use? (i.e. Rear Headrest screens, remote, main display)
9. Do you recall the weather conditions when it occurred (weather, humidity, etc.)?
10. Any additional information you can recall about the event that we haven't covered?

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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