



Service Bulletin

PRELIMINARY INFORMATION

Subject: USB Or SD Favorites Gray Out And Inoperative When Selected Intermittently

Models: 2014-2016 Buick LaCrosse, Regal
2014-2016 Cadillac ATS models, CTS models, ELR, Escalade models, SRX, XTS
2014-2016 Chevrolet Camaro, Corvette, Impala, Malibu, Silverado, Suburban, Tahoe, Volt
2014-2016 GMC Sierra, Yukon models, Sierra
Only models equipped with 8 inch touch screen radio display (RPO's IO5, IO6, or RAO)

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

Condition/Concern

Some customers may comment that intermittently the favorites saved from a USB drive or SD card are grayed out and not selectable.

Recommendation/Instructions

Favorites saved from a USB or SD source are only selectable when that device is connected to the vehicle. First verify the device is plugged into the USB or SD port. If the device is plugged in and concern is still present please do not replace any parts for this concern. General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available.

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.

Additional SI Keywords

preset, FAV,

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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