Service Bulletin

TECHNICAL

Subject: Radio Inoperative with No Communication and DTC U0184, No XM on Start-Up when Manually Tuned and/or Using Voice Recognition, No Radio Wake-Up, Rear View Camera and OnStar Handsfree Calling Issues, Favorite Stations Stored Twice and/or Disappear

Attention: This Bulletin also applies to any of the models that may be Export from North America vehicles.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse	2014	2014			All	All
Buick	Regal	2014	2014			All	All
Cadillac	ATS	2014	2014			All	All
Cadillac	CTS	2014	2014			All	All
Cadillac	ELR	2014	2014			All	All
Cadillac	SRX	2014	2014			All	All
Cadillac	XTS	2014	2014			All	All
Chevrolet	Corvette	2014	2014			All	All
Chevrolet	Impala	2014	2014			All	All
Chevrolet	Silverado	2014	2014			All	All
GMC	Sierra	2014	2014			All	All
GMC	Yukon	2014	2014			All	All

Some customers may comment on one or more of the following:

Condition	RPOs IO3, RAO (−UA3)	RPOs IO4, IO5, IO6
Radio is inoperative, loss of sound, and the display is blank. During diagnosis a technician may find no communication with the radio and U0184 set in other modules.	X	X
No Wake Up on start up. (A blank screen and no audio and battery cycle is required for recovery).	X	X
No XM audio at startup in weak signal conditions.	X	X
Using Speech Recognition to tune to an XM station will not function until the radio has been sourced to XM and the channel list can be built.		X
Radio resets after start up every 40 seconds.	X	X
Rear view camera DTC B127.08 will set incorrectly.	X	X
iPhone does not detect if user disconnects iPhone during certification process.	X	X
When receiving an incoming call through OnStar Hands Free Calling system, the vehicle does not ring. It will show on the screen.	X	X
FM Timeshift not functioning properly.	X	X
Favorites stored Twice or disappear.	X	X

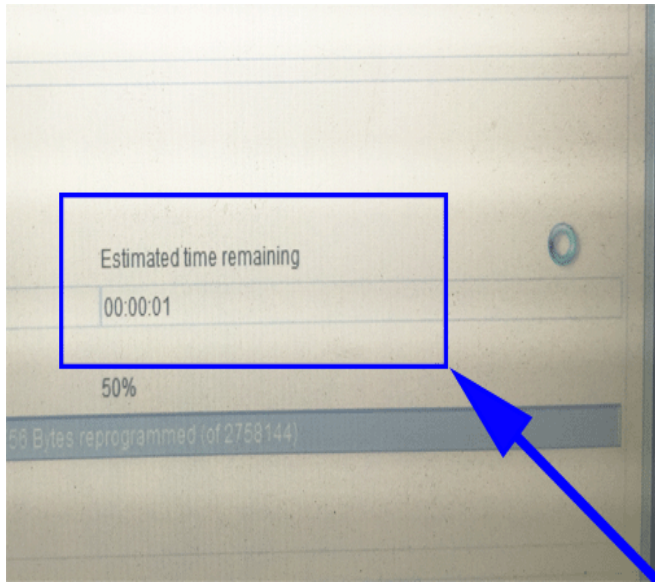| Condition	RPOs IO3, RAO (−UA3)	RPOs IO4, IO5, IO6
Noise is played during the TimeShift recording.	X	X
A/C Mode icon is displayed when vehicle is not equipped with A/C.	X	X
The folder track is not played when the folder is pressed for a long time.	X	X
Missing Forward Collision Warning Chime on vehicles base audio system, Forward Collision Alert and/or Adaptive Cruise.	X	X
Long press of the knob when highlighting a browse folder, sometime changes the media source from SD card to USB and when user releases the push knob, it brings the Media Menu back instead of showing the now playing screen for USB and SD card.	X	X
The USB only works with Apple products (iPhone).	X	X
Rear View Camera Issues: • When shifting from Drive to Reverse is less than 3 seconds, the display will not transition to the rear view camera screen. • When shifting from Drive to Reverse is more than 3 seconds, the display may be blank and will not show the rear view camera message "Check Surrounding for Safety."	X	X

Cause	This may be caused by a software calibration within the radio.

Correction

An updated software calibration as well as new hardware have been released to address this condition.

Update the radio using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.

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Important: During the SPS procedure, when the estimated time remaining reaches 00:00:01, it may take a few minutes to complete the reprogramming. Be sure to wait until the reprogramming is completed.

Important: You may have U0184 set in multiple modules and no communication with the radio. Please cycle power to the radio and recheck for communication. Update radio software if radio now communicates.

Warranty Information

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS	Use Published Labor Operation Time

Version	2
Modified	May 6, 2016 — Added an Important Statement and picture in the Correction and added Additional Keywords.

Additional Keywords: PIT5401, PIT5401A, PIT5401B, PIT5401C, PIT5401D, PIT5401E