



Service Bulletin

INFORMATION

Subject: Radio Inoperative with No Communication and DTC U0184

Models: 2014-2016 Buick LaCrosse, Regal
 2014-2016 Cadillac ATS models, CTS models, ELR, SRX, XTS
 2015-2016 Cadillac Escalade Models
 2014-2016 Chevrolet Corvette, Impala, Silverado 1500
 2015-2016 Chevrolet Colorado, Silverado 2500/3500, Suburban, Tahoe
 2016 Chevrolet Camaro, Malibu, Volt
 2014-2016 GMC Sierra 1500, Yukon models
 2015-2016 GMC Canyon, Sierra 2500/3500
 Equipped with RPO's IO3, IO4, IO5, IO6, RAO, UA3, or UY4

This PI was superseded to update the Models and Warranty Information. Please discard PIT5401D.

Condition/Concern

Some customers may comment that their radio is inoperative, loss of sound, and the display is blank. When performing diagnostics, technicians may find no communication with the radio and U0184 set in other modules.

Recommendation/Instructions

General Motors is working on a permanent solution for this concern. In the meantime, cycle the Radio/Tuner fuse and re-evaluate the concern. No parts replacement or further diagnostics needed if concern is corrected with a power cycle. If the concern is no longer present, advise the customer that we apologize for this inconvenience and that General Motors is working on a permanent solution for this concern. Once a permanent solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle. Expected release timing for revised software is the first quarter of 2016.

If the concern is still present after a power cycle please record the radio power and ground readings and the voltage on the low speed data line (circuit 5060). If no concern with power, ground, data line, or connections, replace the Radio/Tuner. Please review to the latest version of PIT5411 for part restriction details.

Parts Information

If radio/tuner replacement is required, use the latest part number available through your Electronic Service Center.

Warranty Information

If a wiring or terminal concern is found and repaired:

Wiring repairs covered under warranty, please refer to the latest version of bulletin 10-00-89-005 for warranty information on wire/connector repairs.

If power cycling the radio corrects the concern:

A warranty claim should be filed using labor code 4069929 and an appropriate comment must be included, i.e. "disconnected radio connector for 30seconds, then reconnected." The comment must be entered in the Correction Description or Comment field of the warranty claim.

Labor Operation	Description	Labor Time
-----------------	-------------	------------

4069929	Electrical Controls- Labor only	0.2 Hours
---------	---------------------------------	-----------

If it is necessary to replace the Radio/Tuner under warranty, use:

Labor Operation	Description	Labor Time
3420840	Radio Replacement	Use Published Labor Operation Time

Additional SI Keywords

Tuner, INOP,

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