



Service Bulletin

PRELIMINARY INFORMATION

Subject: Phone Icon On Radio Display Intermittently Will Not Respond Or Spins When Pressed

Models: 2014-2016 Buick Encore, Verano
2016 Buick Cascada
2014-2016 Chevrolet Camaro, Caprice, Cruze, Equinox, Malibu, Orlando, SS, Volt
2014-2016 GMC Terrain
Equipped with radio RPO UP9

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

Condition/Concern

A customer may comment that when pressing the phone icon on the radio display that it will highlight, or highlight and spin, but the radio will not change from the screen.



Recommendation/Instructions

Please order a replacement radio for this concern. Follow SI documents to SPS and then USB update the replacement radio to the latest version. Please refer to the latest version of PIT5411 for the restricted parts ordering process.

Warranty Information

For vehicles repaired under warranty use:

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

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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