



Service Bulletin

TECHNICAL

Subject: Blank Radio Display with No Audio

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Cascada	2017	2017				
	Verano (VIN P)						
Chevrolet	Caprice						
	Equinox						
	SS						
GMC	Terrain						

Involved Region or Country	North America, Middle East, Israel
Additional Options (RPOs)	UHQ, UFU, UP9
Condition	<p>Some customers may comment that the:</p> <ul style="list-style-type: none"> • Infotainment display intermittently goes blank • No audio sound is heard when the display goes blank <p>Some customers may report that the chime audio is the only audio present during the concern. The technician may not find any DTCs stored.</p>
Cause	This condition may be caused by an internal radio concern.
Correction	<p>Important: Do NOT program the radio software that is outlined in the Service Information procedure and only perform SPS programming with TIS2web. 2017 model year replacement radios do not require USB programming. If the technician attempts to force USB programming, SPS error code E4411 or E2907 will be displayed in TIS2web and USB programming will be prevented.</p> <p>If you encounter a vehicle with the above concern, replace the radio.</p>

Parts Information

Refer to the Electronic Parts Catalog (EPC) to determine the proper part numbers required for the radio, if replacement is required.

Warranty Information

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

Service Procedure

Refer to *Radio Replacement* in SI.

Version	1
Modified	

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