



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-325

Date: October, 2017

TECHNICAL

Subject: DTC B1265 Entertainment System Remote Enable Circuit

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox (VIN X)	2018	2018	SOP	J6117275	All	All

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with Premium Audio Speaker System (RPO UQA)
Condition	Some customers may comment on a malfunction indicator lamp illuminated. During diagnosis a technician may find DTC B1265 present or stored in history.
Cause	This may be due to an incorrect calibration loaded into the vehicle at assembly.
Correction	Reprogram the radio with the latest calibrations.

Parts Information

No parts are needed for this condition.

Warranty Information

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

Service Procedure

If you encounter a vehicle with the above concern, reprogram the vehicle with the latest radio calibrations. Refer to *A11 Radio: Programming and Setup* in SI.

Important: Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. **DO NOT** connect a battery charger.

Version	1
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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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