



Preliminary Information

PIT5277D Various Radio Concerns Including No Audio Except Chime / Distorted Or Inoperative Rear Camera / No Audio Displayed On Audio Page In DIC

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 1500	2014	All	All	All	All
GMC	Sierra 1500	2014	All	All	All	All
Cadillac	Escalade Models	2015 - 2017	All	All	All	All
Chevrolet	Silverado	2015 - 2017	All	All	All	All
Chevrolet	Tahoe	2015 - 2017	All	All	All	All
Chevrolet	Suburban	2015 - 2017	All	All	All	All
GMC	Sierra	2015 - 2017	All	All	All	All
GMC	Yukon	2015 - 2017	All	All	All	All

Supersession Statement

This PI was superseded to update the Models section. Please disregard PIT5277C.

Condition / Concern

Vehicles listed above equipped with RPO IO3, IO4, IO5, or IO6 only.

Customers may comment on one or more of the following concerns:

- Rear Camera blank, distorted, or fuzzy
- No Radio, OnStar, or speech audio
- Unable to change bands/stations
- Unable to adjust volume with steering wheel controls or radio knobs
- NO AUDIO displayed on audio page in DIC

Concerns typically are very intermittent and hard to duplicate. Customers may mention the concern occurs after they start the vehicle, shut off the vehicle for a short amount of time, then restart the vehicle.

Recommendations / Instructions

Please check X275 in the passenger compartment behind the lower right side of the instrument panel and X225 in the passenger compartment behind the lower left side of the instrument panel. Inspect for bent terminals, terminals backing out of the connector, or terminals contacting another terminal behind each side of the connector and repair as necessary.

For vehicles equipped with an amplifier: The MOST bus enable circuit 3999 to the amplifier should be checked for an open. Please inspect both sides of X275 for terminal concerns.

For rear camera concerns only: If no concern is found with X275 it is recommended to check all inline connectors that contain camera circuits. Please verify camera circuit integrity prior to replacing any components. Please refer to SI Diagnostics if no concern found with connectors or wiring.

Warranty Information

For wiring repairs covered under warranty, please refer to latest version of bulletin [10-00-89-005](#) for warranty information on wire/connector repairs.

