



Service Bulletin

File in Section: -

Bulletin No.: 18-NA-141

Date: May, 2018

INFORMATION

Subject: Audio Volume Stuck High or Low with No DTCs

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick Cadillac Chevrolet GMC	All Passenger Cars and Trucks	2014	2018			All	All

Involved Region or Country	North America and NA Export vehicles
Additional Options (RPOs)	Equipped with RPO IO5 or IO6 Infotainment System but Without RPO UQ3 or UQ5 (Base Audio without an Amplifier)
Condition	Some customers may comment on the audio volume is stuck high or low at the beginning of an ignition cycle.
Cause	This may be a result of accidentally holding the volume up or volume down button while the radio is still on, exiting the vehicle, and cancelling RAP at the same time.
Correction	If this concern is experienced, question the customer to determine if this chain of events may have occurred on the previous ignition cycle. If so, explain to the customer that this chain of events may induce this concern while exiting the vehicle and they should not hold the volume buttons while opening the door in order to prevent this from happening. If this concern occurs and the volume is stuck up/down, press the volume up button once to unlock the volume and then press the volume down/up button to change the volume to the desired level.

Parts Information

No parts needed for this condition.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

Version	1
Modified	Released April 27, 2018

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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