



# Preliminary Information

## PIC5648A No TBT Audio When UEW Navigation Radio Is Turned Off

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Regal	2012	All	All	All	All
Buick	Verano	2012	All	All	All	All
Chevrolet	Cruze	2012	All	All	All	All
Chevrolet	Equinox	2012	All	All	All	All
Chevrolet	Malibu ECO	2013	All	All	All	All
GMC	Terrain	2012	All	All	All	All

### Supersession Statement

This PI was superseded to update the Condition, and Recommendation details. Please discard PIC5648.

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

### Condition / Concern

A customer may comment they do not hear OnStar Turn-by-Turn (TBT) prompts or directions with their radio off.

**Note: This only applies to OnStar TBT. It DOES NOT apply to OnStar Destination Download (ODD).**

### Recommendations / Instructions

On vehicles with radio RPO (UEW), this is a normal condition with the radio off. DO NOT perform any repairs or replace the radio or OnStar module. If the concern is occurring with the radio on, please continue with normal diagnostics.

**Note: If a customer wants to use TBT but doesn't want to listen to the radio, advise the customer they can have the radio powered on with the radio volume turned all the way down.**

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.



GENERAL MOTORS