



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** TAC Part Restriction - Navigation Radio, Radio, and Integrated Center Stack (ICS) Components - US Dealers

**Models:** 2013-2014 Buick Enclave, Encore, LaCrosse, Regal, Verano  
2013-2014 Cadillac ATS, CTS, Escalade Models, SRX, XTS  
2013-2014 Chevrolet Avalanche, Camaro, Corvette, Cruze, Equinox, Express, Malibu, Silverado, Suburban, Tahoe, Traverse, Volt  
2013-2014 Chevrolet Sonic, Spark  
2013-2014 GMC Acadia, Savanna, Sierra, Terrain, Yukon Models  
2014 Chevrolet Impala  
2014 Cadillac ELR

*This PI was superseded to remove part numbers and update model list. Please discard PIT4911T.*

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

### Condition/Concern

US Dealers - Effective August 18, 2013 all of the following parts listed by name and vehicle association below will be placed on restriction through the General Motors Technical Assistance Center. Please review recommendations below prior to contacting TAC at (877)446-8227 (US).

**Important:** When calling TAC, be certain to select the Navigation Radio prompt for ANY part listed below, regardless if it is a Nav or Non-Nav part.

Canada Dealers - This PI is for US DEALERS ONLY, please contact York Electronics directly at (888) 650-9675 (Oshawa) or (800) 361-2894 (Calgary).

### Recommendation/Instructions

For all Infotainment calls, please provide the part number (PN) of the component that is currently in the vehicle. Depending on the concern, TAC may require additional information such as Map disc/card PN's, software/calibration numbers, and testing results of previous diagnostics.

2013 CTS, LaCrosse, Regal - All radio RPO's

2013 ATS, SRX, XTS - All radio RPO's, Amplifier, CD player, Human Machine Interface (HMI) Module

2013-2014 Avalanche, Escalade Models, Express, Savanna, Sierra 2500-3500, Silverado 2500-3500, Suburban, Tahoe, Yukon Models - All Navigation Radio RPO's

2013-2014 Camaro, Cruze, Equinox, Malibu, Terrain, Verano, Volt - All radio RPO's

2013-2014 Acadia, Enclave, Traverse - All radio RPO's

2013-2014 Spark, Sonic - Radio RPO UF7

2014 ATS, Corvette, CTS, ELR, Impala, LaCrosse, Regal, Sierra 1500, Silverado 1500, SRX, XTS - All radio RPO's, Amplifier, CD player, Human Machine Interface (HMI) Module, and Integrated Center Stack (ICS)

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.

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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