



# Service Bulletin

File in Section: -

Bulletin No.: PI1356

Date: November, 2014

## PRELIMINARY INFORMATION

**Subject:** Radio Display Blank, Freezes and/or Locks Up

**Models:** 2015 Buick Encore (RPOs UFU+UP9, UHQ)  
2015 Buick Verano (Canada Only) (RPOs UYE, UFU+UP9, UHQ)  
2015 Chevrolet Camaro (RPOs UYE, UFU+UP9, UHQ)  
2015 Chevrolet Cruze (RPOs UYE, UFU+UP9, UHQ)  
2015 Chevrolet Equinox (RPOs UYE, UFU)  
2015 Chevrolet Malibu (RPOs UYE, UFU+UP9, UHQ)  
2015 Chevrolet SS (RPO UHQ)  
2015 Chevrolet Volt (RPOs UFU+UP9, UHQ)  
2015 GMC Terrain (RPOs UYE, UFU) (includes Middle East Export)  
All Equipped with RPO UPF

### Condition/Concern

Some customers may comment that the radio screen is blank with audio, has locked-up or is frozen. This may have led to a battery drain at one point in which the issue is resolved afterwards. No OnStar® interaction is required to get into this state.

### Recommendation/Instructions

Do NOT replace any parts at this time. If the vehicle is currently in this state, a press of the call answer/end button on the mirror will correct the concern. This is a known software issue under investigation that will be resolved via an Over The Air process when available.

**Note:** This PI should not be used for any unduplicated battery drain unless the customer specifically mentioned the radio lock-up.

If pressing the call answer/end button does not solve this issue, refer to SI and continue with normal diagnostics.

### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3480138*	Press OnStar Call/Answer Button for Radio Issue	0.2 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

### Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.