

#01-08-44-005A: Information on Error Codes on Radio Display - Their Cause and Corrective Action - (Oct 8, 2004)

Subject: Information on Error Codes on Radio Display -- Their Cause and Corrective Action



**Models: 1995-1996 Buick Roadmaster
1995-1999 Buick LeSabre
1995-2004 Buick Century, Regal
1995-2005 Buick Park Avenue
1996-1999 Buick Riviera, Skylark
2004-2005 Buick Rainier
1995-1999 Chevrolet Lumina, Monte Carlo, Fullsize Pickup Models (Old Style)
1995-2005 Chevrolet Blazer
1996 Chevrolet Lumina APV
1996-1999 Chevrolet Cavalier
1996-2000 Chevrolet Express Van
1996-2002 Chevrolet Astro Van
1997-2002 Chevrolet Camaro
1997-2003 Chevrolet Malibu
1997-2005 Chevrolet Corvette, Venture
2000-2005 Chevrolet Silverado
2002-2005 Chevrolet Avalanche, TrailBlazer, TrailBlazer EXT
2003-2005 Chevrolet SSR
2004-2005 Chevrolet Classic, Colorado
1995-1999 GMC Fullsize Pickup Models (Old Style)
1995-2002 GMC Jimmy
1996-2000 GMC Savana Van
1996-2002 GMC Safari Van
2000-2005 GMC Sierra
2002-2005 GMC Envoy, Envoy XL
2004-2005 GMC Canyon, Envoy XUV
1995-1999 Oldsmobile Aurora, Eighty Eight
1995-1997 Oldsmobile Cutlass Supreme
1999-2004 Oldsmobile Alero
1998-2002 Oldsmobile Intrigue
1995-1996 Oldsmobile Ninety Eight
1996-1999 Oldsmobile Achieva
1996-2004 Oldsmobile Bravada, Silhouette
1995-1999 Pontiac Bonneville, Sunfire
1995-2002 Pontiac Firebird
1995-2005 Pontiac Grand Prix**

1996-1997 Pontiac Trans Sport
1996-2000 Pontiac Grand Am
1997-2005 Pontiac Montana
2003-2005 HUMMER H2

This bulletin is being revised to update model years and vehicles as well as update the information. Please discard Corporate Bulletin Number 01-08-44-005 (Section 08 -- Body and Accessories).

Starting in 1995, the family style radios, as well as the 12-disc LLAI and 6-disc LLAI (Low Level Audio Interface) changers and the 10-disc FMI (FM Interface) changers, have error codes to help diagnose playback mediums.

Some systems will only have an ERR message and no other indicator. If an ERR message is encountered without any other identifier, you may review the following error codes to try to determine the cause of the error and correct it before sending the unit to the authorized service center. If ERR or E (and a number) appears on a customer's radio display, the number may give you a clue to the problem and corrective action.

Below is a list of code numbers that may appear on the unit.

Important: Not all family radios have these codes. They are dependent on the model year.

Cassette Errors

- E10 or TIGHT TAPE: Tight tape error

Cause(s): A restricted cassette tape transport or broken cassette drive belt

Correction: Substitute a different cassette tape. If there still is an error code, service the unit at an ACDelco® Service Center.

- E11 or BROKEN TAPE: Broken Tape Error

Cause(s): A broken cassette tape

Correction(s): Substitute a different cassette tape

- E12 : Communication Error

Cause(s): A vehicle/radio communication problem or an internal radio communication problem

Correction(s): Disconnect the battery voltage to the radio then reconnect after a few minutes. If there still is an error, service the unit at an ACDelco® Service Center.

- E13 : Tape Communication Error

Cause(s): The micro-processor is reading the speed pulses from the tape deck either too fast or too slow.

Correction(s): If the tape player is still playing a cassette, try a new cassette. If there is still an error, service the unit at an ACDelco® Service Center.

- E14 or WRAPPED TAPE: Wrapped Tape

Cause(s): The tape is wrapped around the capstan. This means a tape is wound up in the tape player. This error message could appear when a CD adapter is being used. Other causes could be old or damaged tapes. Long playing (90 or 120 minute) tapes are thin and can stretch easily creating this condition.

Correction(s): Try playing a known good quality tape. Remove the CD adapter.

- CIn Tape Indicator

Cause(s): This message appears after 50 hours of accumulated tape play.

Correction(s): We suggest cleaning the tape head. Then reset the radio by depressing the eject button for five seconds. Cleaning the heads will not reset the "CIn" display. To reset the "CIn" display, push and hold the eject button for five seconds. The display will return to its normal display.

CD Errors

- E20 or CHECK CD :

Cause(s): The CD player cannot focus on the disc or there is an internal focus problem.

Correction(s): Try cleaning the disc or using a new disc. Make sure the disc is loaded correctly. The road could be too rough or there is too much humidity. If the problem is not corrected, service the unit at an ACDelco® Service Center.

- E21 or CHECK CD :

Cause(s): There is a problem with reading the disc

Correction(s): Try cleaning the disc or using a new disc. Make sure the disc is loaded correctly. The road could be too rough or there is too much humidity. If there is still an error, service the unit at an ACDelco® Service Center.

- E22 or PLAYER ERR :

Cause(s): The CD motor is not handling the compact disc properly.

Correction(s): Service or exchange the unit at an ACDelco® Service Center.

- E23 or PLAYER ERR :

Cause(s): There is a vehicle/radio communication problem or an internal radio communication problem.

Correction(s): Disconnect battery voltage to the radio and then reconnect after a few minutes. If there is still an error, send the unit to an ACDelco® Service Center.

LLAI CD Changer Errors

- E30 : Focus Error

Cause(s): The CD player cannot focus on the disc or there is an internal focus problem.

Correction(s): Try cleaning the disc or using a new disc. Make sure the disc is loaded correctly. The road could be too rough or there is too much humidity. If there is still an

error, service the unit at an ACDelco® Service Center.

- E31 : Tracking Error

Cause(s): There is a problem with reading the disc.

Correction(s): Try cleaning the disc or try using a new disc. Make sure the disc is loaded correctly. The road could be too rough or there is too much humidity. If there is still an error, service the unit at an ACDelco® Service Center.

- E32 : Motor Error

Cause(s): The CD motor is not handling the compact disc properly or defective magazine mounting screws are interfering with the mechanism.

Correction(s): Reload the magazine. If there is still a problem, replace the magazine. If the problem continues, back out the mounting screws. If the condition is corrected, replace the screws with shorter screws or add washers to the existing screws. If this condition still exists, service the unit at an ACDelco® Service Center.

- E33 : CD Changer Communication Error

Cause(s): There is a vehicle/radio communication problem or internal radio communication problem.

Correction(s): Disconnect battery voltage to the radio and then reconnect after a few minutes. If there is still an error, determine if the problem is with the radio, the harness or the changer. Inspect for correct voltage at all connectors. If there is still an error, service the unit at an ACDelco® Service Center.

- E34 : Changer Door Open
- E35 : Changer Magazine Empty

FMI 10-Disc Changer Errors

- E01

Cause: This indicates a malfunction of the disc changer functions.

Correction: Before sending the unit in for service, perform the following procedure:

1. Press the reset button on both the changer and the remote.

The reset button on the changer is located on the front panel of the unit. It can be activated with the tip of a pin.

2. If the unit does not operate after resetting it, remove the magazine by inserting a business card between the magazine and the mechanism. The lock lever will disengage to allow the magazine to eject.
3. Make sure all CDs are in the magazine and none remain lodged in the carriage. If, upon removing the magazine, a CD is found lodged in the carriage, remove all CDs from the magazine and reinsert the magazine into the changer.
4. Press the eject button. This should cause the lodged CD to move from the carriage into the empty magazine. The magazine should automatically eject and normal operation will return.
5. If the changer fails to resume normal operation, send the unit to an ACDelco® Service Center.

- E30

Cause: Excessive temperature

Correction: Let the temperature of the changer resume to the normal range.

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.