



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-108

Date: May, 2016

TECHNICAL

Subject: Buzz or Static Noise from Radio Audio Speakers, Android Auto Connection Issues, Intermittent Black Screen or Sirius XM Reverts to XM1 Channel Intermittently

Attention: This Bulletin also applies to any of the models that may be Export from North America vehicles.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Camaro	2016	2016			All	All
Chevrolet	Cruze	2016	2016			All	All
Chevrolet	Malibu	2016	2016			All	All
Chevrolet	Silverado	2016	2016			All	All
Chevrolet	Spark	2016	2016			All	All
GMC	Sierra	2016	2016			All	All

Condition	Some customers may comment on one or more of the following conditions, which may only occur intermittently: <ul style="list-style-type: none"> Abnormal audio noise from the radio audio speakers such as a buzz or static noise. Android Auto connection issues (ex. does not launch automatically, black screen, disconnects in accessory mode, etc.) Sirius XM reverts to XM1 channel intermittently. Radio screen reboots, is blank, or stuck on start-up screen. Music audio level will not increase above approximately at 25 on the display. Date changes not saved.
Cause	This may be the result of a radio calibration concern.
Additional Options	Equipped with Chevy MyLink or GMC IntelliLink Radio (RPO IOA or IOB)

Correction

If you encounter a vehicle with the above concern, USB and then SPS program the radio with the latest TIS2 Web calibrations, which are designed to address these concerns and titled: *New Software to Address Audio Buzzing and Static Issues*.

Refer to *Radio Programming and Setup* in SI.

Note: If programming a Chevrolet Spark, you may have to select GM Korea within TIS2 Web to select the vehicle.

Warranty Information

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS	Use Published Labor Operation Time

Version	2
Modified	May 19, 2016 — Added additional possible conditions.

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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