



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-292

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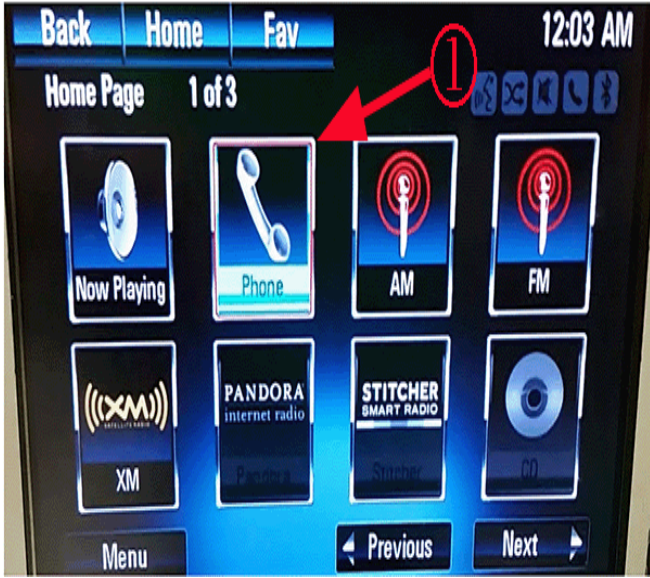
TECHNICAL

Subject: Phone Icon on Radio Display Intermittently Will Not Respond or Spins When Pressed

This Bulletin replaces PIC6205. Please discard PIC6205.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Cascada	2016	2016			All	All
Buick	Encore Verano	2014	2016			All	All
Chevrolet	Camaro Caprice Cruze Equinox Orlando SS Volt	2014	2016			All	All
Chevrolet	Malibu	2014	2015			All	All
Chevrolet	Malibu (Limited)	2016	2016			All	All
GMC	Terrain	2014	2016			All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPO)	Equipped with Radio RPO UP9

<p>Condition</p>	 <p style="text-align: right;">4519340</p> <p>On rare occasions, a customer may comment that the phone icon on the radio display (1) will intermittently highlight (or highlight and spin) when pressed but the radio will not respond to the request/command. Also, the Pair Device icon under the Phone Settings Menu will not function and the user will be presented with an error message if they attempt to use it.</p>
<p>Cause</p>	<p>This is the result of an internal radio concern.</p>

Correction

If you encounter a vehicle with the above concern, replace the radio. Refer to *Radio Replacement* in SI. The replacement radio includes improvements to repair this concern and prevent it from reoccurring.

Note: Refer to the latest version of PIT5411 to determine if TAC approval is required before ordering the replacement radio.

Note: Refer to bulletin 16-NA-287 to determine if special programming instructions apply.

Parts Information

For part numbers and usage, see Radios in Group 09.650 of the appropriate Parts Catalog.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3420840	Radio Replacement	Use Published Labor Operation Time

Version	1
Modified	

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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