



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-108

Date: June, 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	Malibu	2016	2016			All	All
Chevrolet	Silverado	2016	2016			All	All
Chevrolet	Spark	2016	2016			All	All
GMC	Sierra	2016	2016			All	All

Additional Options (RPO)	Equipped with IOA or IOB Radios
Condition	<p>Some customers may comment on one or more of the following conditions, which may only occur intermittently:</p> <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.

Important: If a customer is simply wants to have Android Auto enabled, radio programming is not required on the IOA/IOB radio like it is on the IO5/IO6 radios described in bulletin 16-NA-042. Please advise these customers that their IOA/IOB radio is already compatible with Android Auto so in order to enable it, they just need to download the Android Auto app from the Google Play Store, accept terms & conditions, and follow the Android Auto instructions while a compatible device is attached to their radio via USB cable.

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	3
Modified	May 19, 2016 – Added additional possible conditions. June 6, 2016 – Removed Chevrolet Cruze from this bulletin because it has been confirmed that all Cruze models delivered to dealers with this radio option should already contain the updated radio software described in this bulletin. Also added Important statement.

