



Preliminary Information

PIC6314 Intermittent White Screen When Starting Vehicle

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Sonic	2018	All	All	All	All
Chevrolet	Trax	2018	All	All	All	All
GMC	Terrain	2018	All	All	All	All
Involved Region or Country		North America				
Additional Options (RPO)		IOR				
Condition		Customers may comment when starting the vehicle the radio display is black for 30 seconds then changes to a white screen or is a white screen that gradually goes black. Cycling the ignition will correct the concern.				
Cause		Radio software				

Please communicate to the customer that General Motors is working on a solution for this concern. Once a solution is available, a related bulletin will be released with additional details allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Warranty Information

Labor Operation	Description	Labor Time
3480658*	Evaluate for intermittent white radio display	0.2
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	