Preliminary Information

PIC6316 Radio Resets Regularly Shortly After Start-Up With A Phone Paired To The Infotainment System

Models

Brand:	Model:	Model Years:	VIN: from	to	Engine:	Transmissions:
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)	**RPO IOR radios only**
Condition	**Some customers may advise that the radio resets shortly after start up if their phone is paired to the infotainment system. Typically once the radio restarts following the reset, it will reset again a short time later (about every 45 seconds or so). If the radio phone book is monitored during this time, it will be found that the phone book download is stopping on the same contact each time. Upon inspection, the technician will not find any DTCs stored as a result of this.**
Cause	**This is may be the result of the infotainment system not processing/downloading stored phone contacts that contain 200 or more characters, or email addresses that contain 75 or more characters.**

Correction:
If this concern is encountered, check for DTCs and diagnose/repair them as necessary. If no DTCs are present, determine if the reset occurs on the same contact each time. If so, do not attempt any repairs or replace parts as engineering is currently evaluating this concern. If a solution is developed, this PI will be updated or a related service bulletin will be published with additional information.

Warranty Information

Labor Operation	Description	Labor Time
3480698*	**Check Codes and Evaluate Phone Contact Download Operation**	0.3
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	