



Service Bulletin

File in Section: -
Bulletin No.: 17-NA-330
Date: October, 2017

INFORMATION

Subject: Normal Characteristic – Push to Talk Button on Steering Wheel Control is Inoperative

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Sonic, Trax	2018	2018				
GMC	Terrain						

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with RADIO-INFOTAINMENT SYSTEM - 3.X LOW HMI, MIDLEVEL CONNECTIVITY 3.X (RPO IOR)
Condition	Some customers may comment on one of the following conditions: 1. The push to talk button on the steering wheel control is inoperative when there is no phone device is paired with the vehicle. Note: The push to talk button, however, still answer OnStar hands-free calls (if equipped). 2. Cannot delete USB names from the radio display. The Radio displays the names of USB drives that were previously installed and have been removed.
Cause	This condition may be due to one of the following: Condition 1, no action is required. It is normal operation if you do not have a phone device paired with the vehicle via Bluetooth. Condition 2, the radio displays the last 3 sources used for the radio like AM, FM, XM, Bluetooth device streaming music or USB drive. The sources are highlighted/actively listed even after the source is removed from the system. To delete the name of the USB from the radio display, push the more button on the display and select another radio sources like AM, FM or XM. 

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	Note: The radio will show the last 3 audio sources after removed, as shown in the illustration above.
Correction	DO NOT replace the radio assembly as this is a normal design characteristic for the infotainment system.

Version	1
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