



# Service Bulletin

File in Section: -

Bulletin No.: 17-NA-405

Date: December, 2017

## TECHNICAL

**Subject:** Intermittent White or Black Radio Screen When Starting Vehicle and/or Radio Resets Shortly After Start-Up with a Phone Paired

This bulletin replaces PI's PIC6314 and PIC6316. Please discard PIC6314 and PIC6316.

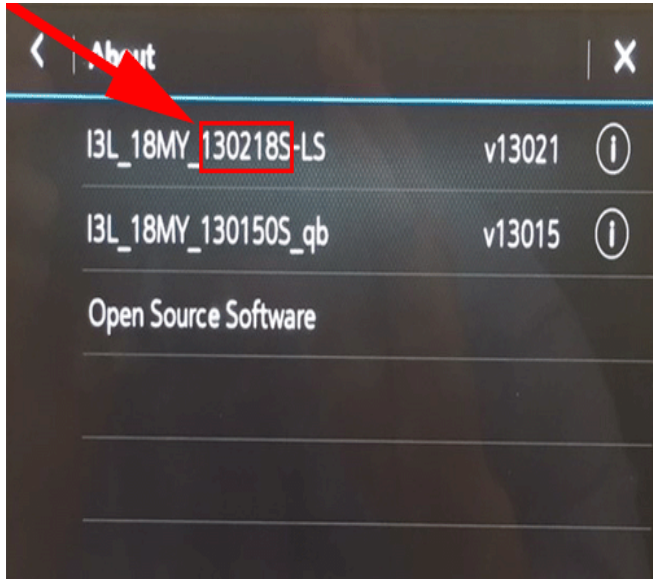
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Sonic Trax	2018	2018	SOP	December 5, 2017	All	All
GMC	Terrain	2018	2018				

<b>Involved Region or Country</b>	North America and NA Export vehicles
<b>Additional Options (RPOs)</b>	Equipped with Infotainment System (RPO IOR)
<b>Condition</b>	<p>Some customers may complain of either of the following issues:</p> <ul style="list-style-type: none"><li>• 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 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.</li><li>• Customers may comment that the radio display is black for 30 seconds then changes to a white screen or a white screen that gradually goes black. Cycling the ignition will allow normal operation to resume again if this concern is experienced.</li></ul>
<b>Cause</b>	The radio reset 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. The intermittent white/black radio display concern may be the result of an internal radio concern.
<b>Correction</b>	See the below procedure to correct the above condition.

## Service Procedure

For the radio reset described above, ensure that all phone contact names are less than 200 characters and that all contact email addresses are less than 75 characters and re-evaluate the concern before continuing.

If it is not possible to determine which contact or address is causing the radio reset due to a large number of stored contacts or if the white/black radio screen complaint is reported, check the software version of the radio to determine next steps. This can be done by selecting the following path from the radio display: Settings > Systems Tab > About. The About screen will then appear and show the current SW version of the radio on the top line as shown in the illustration below. The red outline in the illustration below is the software version.



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If the software version is 131155 or newer/greater, the radio already contains improvements to address the issues described in this bulletin so normal SI diagnosis should be followed.

If the software version is older/lower than 131155 like in the example below, replace the radio and re-evaluate the concern(s). Refer to Radio Replacement in Service Information for detailed instructions.

## Parts Information

Use the latest part number listed in the parts catalog with the VIN filter on. If more than one part number is listed in the parts catalog with the VIN filter on, use the part number that starts with 8438 or greater as these radios contain improvements to address these concerns. Part numbers that start with 8437 or lower do not contain these improvements.

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

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

Version	1
Modified	Released December 19, 2017