



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-359

Date: December, 2017

INFORMATION

Subject: USB Audio Extension WMA Not Recognized

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CTS	2017	2018			All	All
Cadillac	ATS XTS	2018	2018			All	All
Chevrolet	Sonic Trax	2018	2018			All	All
GMC	Terrain	2018	2018			All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with Radio Infotainment System RPO IOR, IOS, IOT or IOU
Condition	Some customers may comment that certain songs or music files may not appear when playing through a USB connection.
Cause	This may be due to WMA files not being supported for radio RPOs IOR, IOS, IOT, or IOU.
Correction	No actions required.

Service Procedure

No actions required for this condition.

Parts Information

No parts needed for this condition.

Customer Information

Please communicate to the customer that the Radio Infotainment System in their vehicle (RPO IOR, IOS, IOT or IOU) is functioning as designed. Some Owner Manuals may indicate WMA support in error. Please share this information with the customer, including a copy of this bulletin.

Version	2
Modified	Released November 15, 2017 December 7, 2017 – Updated the Model Years and added Customer Information.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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