



Preliminary Information

PIC6271B Various Intermittent Radio Concerns Corrected With Ignition Cycle Including System Freeze, Black Screen, SXM Tuner Initializing, Climate Off displayed, No Audio Until Source Changed, WIFI password changes, Android Auto Will Not Launch

Proactive

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CTS	2017	All	All	All	All

Supersession Statement

PIC6271B supersedes PIC6271A to add Android Auto concern. Please discard PIC6271A.

Involved Region or Country	North America
Additional Options (RPO)	IOS, IOT
Condition	Customers may comment about any of the following intermittent concerns. (Refer to information below chart)
Cause	Radio Software

Issue	How to recognize issue	Fix
System Freeze	The system does not respond when the customer presses anything on the screen or the controls below the screen, although the screen appears normal.	Ignition Cycle
ICS Black Screen	While ignition is running the screen goes black and all of the lights on the console below the screen go out.	Ignition Cycle
SXM Tuner initializing	Upon turning on the ignition and tuning to SXM radio, the audio app will display "SXM Tuner Initializing" and no audio will be heard.	Ignition Cycle -OR- Change Source
"Climate Off" displayed when HVAC system is on/operational	The "Climate Off" message is displayed on the ICS when the HVAC system is currently on and operational. The HVAC climate controls are still adjustable using the faceplate buttons when vehicle is in this condition.	Double press the HVAC ON/OFF -OR_ Ignition Cycle
No Audio Unit Source Change	When customer turns on the vehicle, they will not hear any audio although tuned to an audio source.	Change Source
WiFi Password Change w/ each IGN Cycle	Upon each ignition cycle the WiFi hotspot password will change (the password should not change, unless the user changes it).	Factory Reset
	"Google Play Services has stopped working" popup message.	

Android Auto will not Launch	Customer experiences a red warning screen - quick 1-2 second flash. Android Auto will be inoperative for new phone setup.	Engage and disengage the parking brake, or shift in and out of park.
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Ignition cycle – Turn the vehicle off, open and close driver door, wait 2 minutes (until lights on steering wheel turn off), then start the vehicle again.

Factory Reset – From the Home screen select Settings and “Restore Factory Settings”. This resets the customer’s overall settings such as Favorites, Routing History, etc.

If concerns are no longer present after performing the recommended fix please be aware GM is working on a solution for this concern. Once a solution is available, a related bulletin will be released with additional details.

If concerns are still present after performing the recommended correction please continue with published diagnostics. GM dealership personnel can contact the GM Technical Assistance Center Infotainment department if further assistance is needed

Correction:

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. If the issue occurs again or another issue arises, customers can contact an OnStar advisor by pressing their OnStar Blue Button or by calling (888) 4-ONSTAR. The advisors will walk the customer through the manual remedy steps identified in this PI until a permanent solution is implemented.

Warranty Information

Labor Operation	Description	Labor Time
3480498*	Evaluate for ICS Blank Screen, SXM Tuner Initializing, Climate Off, or No Audio Until Source Changed	0.2 hr
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	3
Modified	04/07/2017 Updated to add further diagnostic information 9/26/2017 to add Android Auto concern to Title and Issues list



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