



# Preliminary Information

## PIC6325 Supplement to PIT5411 - TAC Restriction Flow Chart and Questions for Blank Display and/or No Audio Complaints on the IOR Infotainment System

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
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 (U.S. Only)					
Additional Options (RPO)	IOR					
Condition:	As noted in the latest version of <a href="#">PIT5411</a> , if a Blank Display and/or No Audio complaint is encountered, TAC may refer the caller to the chart/questions below and ask them to document their results before they approve replacement of the radio, radio display, or radio controls used on infotainment system RPO IOR.					
Cause:	The IOR infotainment system is a new infotainment system for model year 2018. Your results are being documented to ensure proper diagnosis, confirm accuracy of Service Information, and drive product improvements as well.					

### Correction:

Before placing an order from your ESC for the radio, display, or radio control assembly used on the Info 3 Low Infotainment System (RPO IOR), it is required to call TAC for approval as outlined in the latest version of [PIT5411](#). It is also required to follow the diagnostic starting point chart below so you can document all of the answers and steps that lead to replacement of the part before calling TAC for replacement approval. If the chart below also advises to follow a diagnostic procedure in SI, you must document all steps of that SI diagnostic procedure that lead to part replacement as well before you call TAC.

Step	Question	Yes	No
1	Check all modules for communication and DTC's.		
2	Is the complaint happening now?	Step 3	Ask customer questions from step 3, 5, 6, 7, 8, 9 that are appropriate to the concern and document their answers along with how often it occurs, what the customer was doing right before the complaint, if there is a pattern for it occurring, was a device plugged in or bluetooth connected (if so, include the device model and software version), and document any codes that are stored, etc., then call TAC infotainment with your documented results.
3	Is a device plugged in to the USB or bluetooth connected to the radio during the concern?	Disconnect device from USB and/or BT and re-evaluate the concern. If the concern stops, it is likely the result of a device compatibility concern or something on the device. Note the device model, carrier, and SW version. If the concern continues with the device disconnected proceed to Step 4.	Step 4
4	Do any modules have a loss of communication or related codes set?	Follow the SI diagnosis for Data Communications or related DTC(s) you have and call TAC infotainment with documented test results if they lead to replacement of a restricted part.	Step 5
5	Is the display blank and music audio	Document answers to step 7, 8, 9 including how	

	inoperative?	often it occurs, if there is a pattern for it occurring, any related device information, and call TAC infotainment with documented results if radio replacement is required.	Step 6
6	Is the display blank?	Step 7	Step 9
Step	Question	Yes	No
	Blank Display		
7	Start engine and place shifter in R position. Does rear camera display?	Call TAC infotainment with test results, also document exactly what was happening leading up to the blank display complaint.	Step 8
8	Is there color or backlighting on the display and controls?	a. For <u>remaining blank display complaints</u> , follow the Radio Information Display Malfunction Diagnosis in SI (if applicable) starting on step 1 and call TAC infotainment with test results if they lead to replacement of a restricted part or do not isolate the cause. Also document exactly what was happening leading up to the blank display complaint.	
Step	Question	Yes	No
	Audio Malfunction		
9	Document the following for No Audio complaints: Is there click / clack audio from the turn signals? Is music audio (AM/FM/XM/OnStar, etc.) heard from the speakers? Does music volume go up/down with radio controls? Does music volume go up/down with steering wheel controls?	a. For no audio or stuck volume complaints where the volume <u>changes normally</u> when using the steering wheel controls and normal display function is present, follow the Radio Controls malfunction in SI and call TAC infotainment with answers to all of the questions and your documented test results if they lead to replacement of a restricted part or do not isolate the cause.  b. For no audio complaints that <u>will not change</u> with steering wheel controls and normal display function is present, follow the Speaker Malfunction Diagnosis in SI and call TAC infotainment with answers to all questions on the left as well as all of the SI test results if they led to replacement of a restricted part or do not isolate the cause.	

### Version History

Version	1
Modified	Created 3/9/2018



© 2016 General Motors. All Rights Reserved.