



# Service Bulletin

File in Section: -

Bulletin No.: 18-NA-048

Date: February, 2018

## TECHNICAL

**Subject: Radio Turns on Unwanted or Audio Mutes with Home or Left Track Skip Button Touch**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Sonic	2018	2018	SOP	January 8, 2018	All	All
	Trax (Country '3' VIN position 1)						
Chevrolet	Trax (Country "K" VIN position 1)	2018	2018	SOP	EOP	All	All

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Additional Options (RPOs)</b>	Equipped with Infotainment system (IOR)
<b>Condition</b>	Some customers may comment that the radio turns on unwanted with ignition Off; or that radio audio mutes when either the Home button or Left Track Skip button is pressed. The technician may find a constant parasitic battery draw and isolate this draw to the radio.
<b>Cause</b>	This could be caused by metallic particles that may have fallen into the radio during assembly. If these particles contact certain internal radio components, the radio could turn on unwanted causing a constant parasitic battery draw; and/or mute radio audio when using Home or Left Track Skip buttons, depending on the extent of metallic particle contamination.
<b>Correction</b>	Refer to the Service Procedure below for the proper repair.

## Service Procedure

If you encounter a vehicle with the above concern, complete the following steps:

1. Verify proper operation of the Home and Left Track Skip buttons.
  - 1.1. If radio audio mutes when pressing either the Home or the Left Track Skip buttons, replace the radio. Refer to the appropriate *Radio Replacement* procedure in SI.
  - 1.2. If the Home and Left Track Skip buttons operate properly, proceed to Step 2.
2. Verify that the parasitic battery draw is constant and isolated to the radio.
  - 2.1. If the draw is not constant or is isolated to any other circuit/component, then this bulletin does not apply. Refer to *Battery Electrical Drain/Parasitic Load Test* in SI.
  - 2.2. If the draw is constant and isolated to the radio, replace the radio. Refer to the appropriate *Radio Replacement* procedure in SI.

## Parts Information

Use the latest part number listed in the parts catalog with the VIN filter on.

## Warranty Information

For vehicles repaired under warranty, use:

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

Version	1
Modified	Released February 15, 2018

