

**Subject:** Engineering Information – Infotainment System Freezing and/or Touch Screen Not Responding

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

*This PI has been revised to update the Correction and Contact Information. Please discard PIE0447.*

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Sonic	2018	2018			All	All
Chevrolet	Trax	2018	2018			All	All
GMC	Terrain	2018	2018			All	All

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO)</b>	Equipped with Infotainment System (RPO IOR)
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on the infotainment system freezing up or the touch screen being non-responsive to touch.</p>
<b>Cause</b>	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

## Correction

If you encounter a vehicle with the above concern, log the answers to the following questions:

**Note:** If normal audio is noted during the concern and there is only a display concern, inspect the harness between the radio and display panel for concerns.

- Provide a detailed description of the customer concern(s).
- Is the symptom still present?
- Did the concern happen when driving?
- Is the concern able to be reproduced? How?
- Is the system operation able to be recovered from the concern? How?
- How often does the concern happen?
- Does the customer have a phone connected? If so, provide the make, model and SW version of the phone?

- Are there 1 or 2 phones connected to the system?
- Is there currently anything connected via USB?
- What screen and what portion of the screen is frozen or with no touch control?
- Do you hear sound from all audio sources (AM/FM/XM) during the concern?
- Is there Audio from the chime and turn signal?
- Will the volume increase and decrease with the radio controls during the concern?
- Will the steering wheel controls change volume, stations, and sources properly during the concern?

Once the answers are logged, contact one of the engineers listed below only if the following have been met:

- The condition is current or can be reproduced.
- The ignition has not been cycled 3 or more times after the condition was experienced.

**Note:** If Engineering approves a component replacement, an Engineering Authorization Number will be provided. The dealer is to contact their ES with that Engineering Authorization number. If the engineer provides the Engineering Authorization Number then no additional call to TAC is required to order a part under this EI.

## Contact Information

Engineer Name	Phone Number
Alexander Roman	(248) 568-3904
Krishna Gummadi	(586) 256-5465

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
3480738*	Engineering Information – Infotainment System Freezing and or Touch Screen Not Responding	0.4 hr
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	2
<b>Modified</b>	Released February 5, 2018 March 08, 2018 – Updated the Correction and Contact Information.