



Service Bulletin

File in Section: -


Bulletin No.: 17-NA-330

Date: March, 2018

INFORMATION

Subject: Normal Characteristic – Push to Talk Button on Steering Wheel Control is Inoperative and/or Cannot Delete USB Names from Radio Display

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|-------------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Chevrolet | Sonic, Trax | 2018 | 2018 | | | | |
| GMC | Terrain | | | | | | |

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|-----------------------------------|---|
| Involved Region or Country | North America and N.A. Export Regions |
| Additional Options (RPOs) | Equipped with RADIO-INFOTAINMENT SYSTEM - 3.X LOW HMI, MIDLEVEL CONNECTIVITY 3.X (RPO IOR) |
| Condition | <p>Some customers may comment on one of the following conditions:</p> <ol style="list-style-type: none">1. The push to talk button on the steering wheel control is inoperative when there is no phone device is paired with the vehicle. <p>Note: The push to talk button, however, still answer OnStar hands-free calls (if equipped).</p> <ol style="list-style-type: none">2. Cannot delete USB names from the radio display. The Radio displays the names of USB drives that were previously installed and have been removed. |
| Cause | <p>This condition may be due to one of the following:</p> <p>Condition 1, no action is required. It is normal operation if you do not have a phone device paired with the vehicle via Bluetooth.</p> <p>Condition 2, the radio displays the last 3 sources used for the radio like AM, FM, XM, Bluetooth device streaming music or USB drive. The sources are highlighted/actively listed even after the source is removed from the system.</p> <p>To delete the name of the USB from the radio display, push the more button on the display and select another radio sources like AM, FM or XM.</p>  |

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| | Note: The radio will show the last 3 audio sources after removed, as shown in the illustration above. |
| Correction | DO NOT replace the radio assembly as this is a normal design characteristic for the infotainment system. |

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| Version | 2 |
| Modified | Released October 16, 2017 March 07, 2018 – Updated the Subject. |

