



Preliminary Information

PIT5655B Phone Ringtone Plays Continuously Through Radio After Incoming Call on Android Phone Using OS 9.0

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Sonic	2018 - 2019	All	All	All	All
Chevrolet	Trax	2018 - 2019	All	All	All	All
Chevrolet	Blazer	2019	All	All	All	All
Chevrolet	Camaro	2019 - 2019	All	All	All	All
Chevrolet	Colorado	2019	All	All	All	All
Chevrolet	Equinox	2019	All	All	All	All
Chevrolet	Malibu	2019	All	All	All	All
Chevrolet	Silverado 1500 (New Model)	2019	All	All	All	All
GMC	Terrain	2018 - 2019	All	All	All	All
GMC	Sierra 1500 (New Model)	2019	All	All	All	All
GMC	Canyon	2019	All	All	All	All

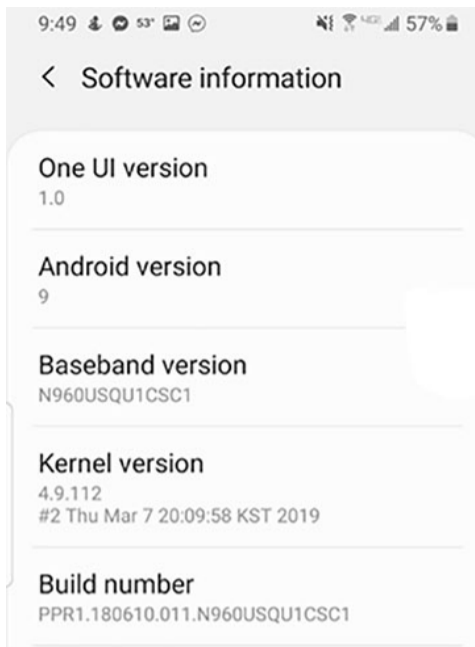
Involved Region or Country	North America and North America export regions
Additional Options (RPO)	IOR
Condition	With an Android phone running OS 9.0, having Android Auto app installed, and either Bluetooth paired, or tethered using Android Auto, an incoming call could cause the ringtone to sound continuously for the remainder of the drive cycle.
Cause	A software anomaly.

Correction:

Note: Phone software is being released by the individual cellular carriers causing the release dates and software versions to vary slightly between cellular carriers. Some carriers began releasing this software update as early as March 27, 2019 while others did not begin to release them until late April. Once the phone update is installed no further action is necessary. Installation of the update resolves this condition without having to perform the previous work-around to modify phone settings.

1. Advise the customer to update their cell phone software. Depending on the phone and the cellular carrier involved the Baseband Software version could vary.

- On the phone, select: **Settings> About phone> Software information**



2. View the Baseband version. The last four characters of the Baseband version should be one of the following (or greater):

- **CSC1**
- **CSC2**
- **CSC7**
- **CSC8**

As an example, in CSC8 the 4th character from the end (C) indicates the year released. The 3rd character from the end (S) indicates the month. If it is less than the version shown above then instruct the customer to update their phone.

Warranty Information

Additional SI Keywords

continuous, bell, keep, ring, ringing, ring-tone, tone,

Version History

Version	3
Modified	02/20/2019- Created on 03/12/2019 - Updated to add note and change region information 05/20/2019 - Updated to change repair direction



GENERAL MOTORS