



Preliminary Information

PIC6065C Diagnostic Tip: Performance Data Recorder SD Card Not Recognized

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	ATS-V	2016 - 2019	All	All	All	All
Cadillac	CTS-V	2016 - 2019	All	All	All	All
Chevrolet	Camaro 1LE	2017 - 2019	All	All	All	All
Chevrolet	Camaro ZL1	2017 - 2019	All	All	All	All
Chevrolet	Corvette	2015 - 2019	All	All	All	All

With RPO UQT

Supersession Statement:

This PI was superseded to update content and Model Years. Please discard PIC6065B.

Condition / Concern

Customers may comment that the vehicle does not recognize the SD card when it is inserted into the card reader. The Performance Data Recorder (PDR) menu will also display the message, "No SD card inserted" as seen in the photo below.

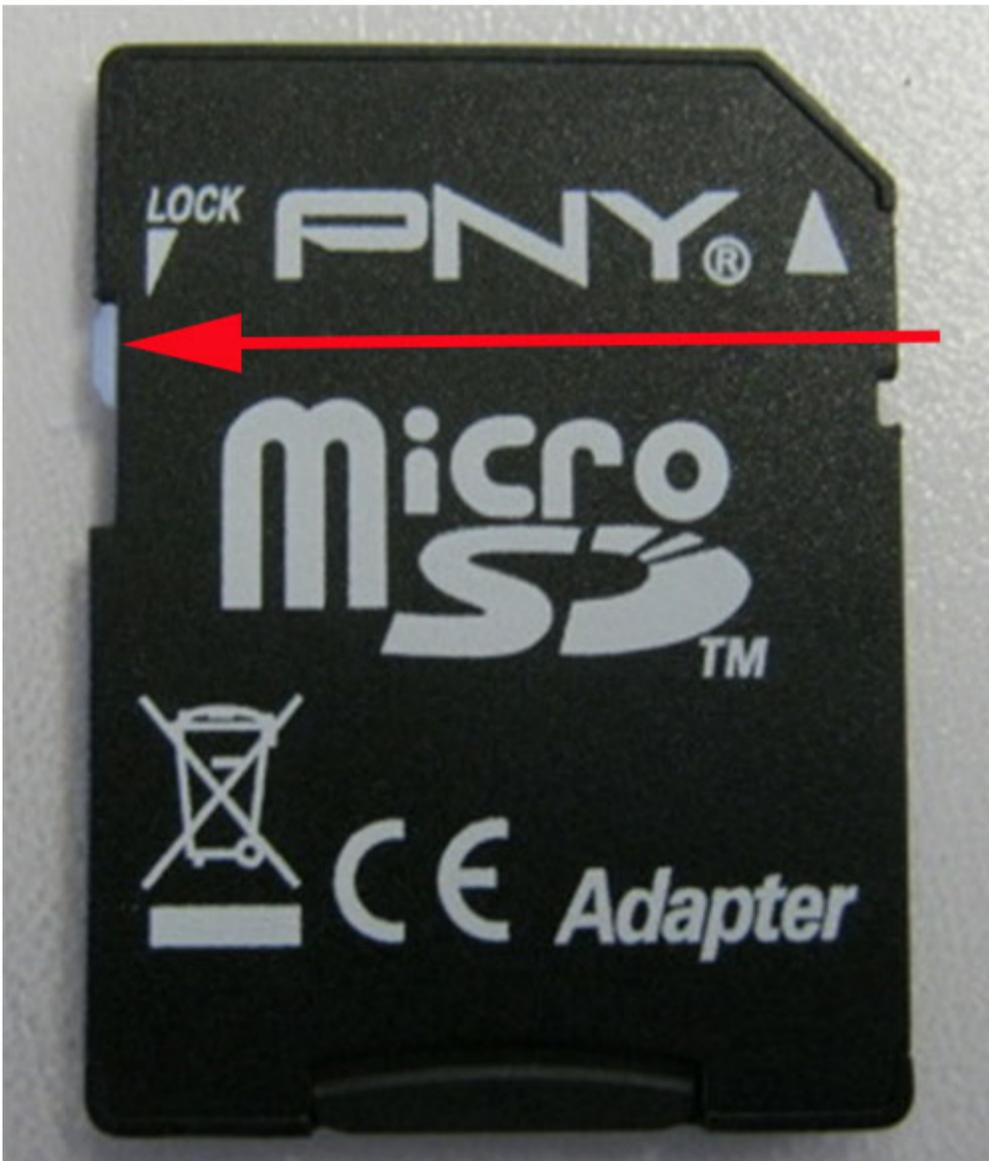


Recommendations / Instructions

When diagnosing this concern, the first thing that should be checked is which SD card reader has been used by the customer. On most vehicles with the PDR system, there are multiple SD card readers. Dealership technicians are to visually inspect the vehicle for multiple SD card reader locations. As an example, the Corvette has a media SD card reader in the center console. The SD card reader for the PDR system however, is located in the glovebox. The Camaro only has one SD card reader and it is located on the driver's side knee bolster. Refer to published Service Information (SI) to be certain the correct SD card reader location is being used for the vehicle that is being serviced.

Note: The SD card needs to be formatted to FAT32 and also have a class 10 designation in order to be compatible with the system.

If the vehicle is intermittently losing connection with the SD card, there may be several possibilities as to why. There may be an issue with the connector at the back of the SD card reader. The USB cable that connects the card reader to the PDR module may be stressed, causing a poor connection at the hub. Also, if there is a self-stick paper label applied to the SD card, this may prevent the SD card from being fully inserted and locked into the card reader. The label may also inadvertently cover the lock tab on the side of the SD card. Both of these instances may cause the card reader to interpret the situation as the SD card itself being locked. This lock tab can be seen in the photo below. Please verify that the "Lock" tab on the SD card is in the unlocked position.



Note: While this system is capable of operating correctly with a micro SD card that has been inserted into a full sized SD card adapter, it has been found to work more reliably when a full size SD card used. Customers are strongly encouraged to use a standard size SD card with the PDR system in these vehicles.



Micro SD card with Adapter shown



Standard SD card shown

Please try a different, known good SD card before replacing ANY parts in the PDR system.

Note: Although the system is capable of reading larger SD cards, the system performance is optimized if a 32 GB or smaller SD card is used.



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