



Service Bulletin

Bulletin No.: 16-NA-292

Date: November, 2022

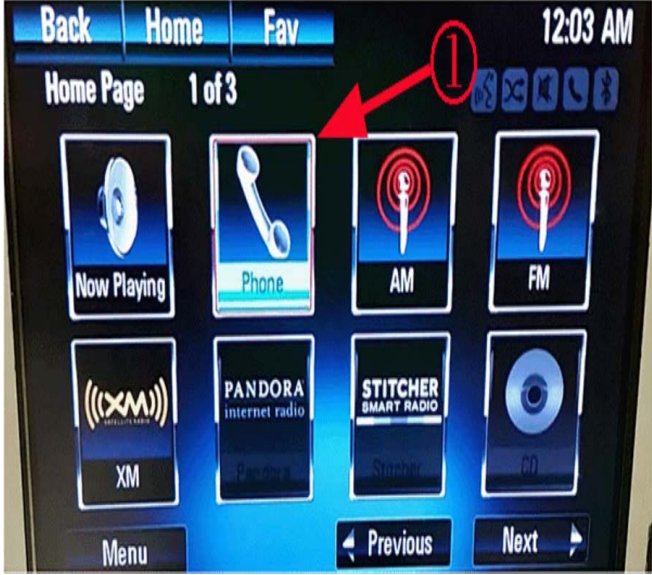
TECHNICAL

Subject: Phone Icon on Radio Display Intermittently Will Not Respond or Spins When Pressed

This bulletin replaces PIC6205. Please discard PIC6205.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Cascade	2016	2016	—		All	All
	Encore	2014	2016				
	Verano						
Chevrolet	Camaro	2014	2016	—		All	All
	Caprice						
	Cruze						
	Equinox						
	Orlando						
	SS						
	Volt						
	Malibu	2014	2015				
	Malibu (Limited)	2016	2016				
GMC	Terrain	2014	2016	—		All	All

Involved Region or Country	North America, Brazil, Guatemala, Peru, Venezuela, Europe, Israel, Middle East, Egypt, GM Korea Company, China, Japan, Indonesia, Thailand, Vietnam, South Africa
Additional Options (RPO)	Equipped with Radio RPO UP9

<p>Condition</p>	 <p>4519340</p> <p>On rare occasions, a customer may comment that the phone icon on the radio display (1) will intermittently highlight (or highlight and spin) when pressed but the radio will not respond to the request/command. Also, the Pair Device icon under the Phone Settings Menu will not function and the user will be presented with an error message if they attempt to use it.</p>
<p>Cause</p>	<p>This is the result of an internal radio concern.</p>

Correction

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

If you encounter a vehicle with the above concern, replace the radio. Refer to *Radio Replacement* in SI.

The replacement radio includes improvements to repair this concern and prevent it from reoccurring.

Note: Refer to Service Bulletin # 16-NA-287 to determine if special programming instructions apply.

Parts Information

For part numbers and usage, see Radios in Group 09.650 of the appropriate Parts Catalog.

Warranty Information

For vehicles repaired under warranty, use:

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

Version	2
Modified	Revised October 26, 2022 – Updated the Involved Region or Country section, added the Important statement under Correction and removed the first Note referencing PIT5411.