

GPOP - Issue Review System

Part Number: 68274757A\$, 68274758A\$, 68306687A\$, z8274757A\$, z8306687A\$, z8274758A\$, 68283240A\$, 68283241A\$, z8283240A\$, z8283241A\$

Part Description: RADIO, MULTI Media

Issue Description: ALERT: Radio replacement will lead loss of connectivity. Please do NOT replace the head unit if the customer has or plans to have a connectivity service plan. New software will be released to fix this later.

- Verify if the radio software version is on CR16.xx or GR18.xx
- Check if the customer has an active connectivity plan or plan to activate connectivity features.
- Do NOT replace the radio head unit If the answers to above questions are YES
- Do NOT disconnect battery, pull off the radio fuse, radio hard reset, or clear personal data. Those activities will reset the server connection and result in loss of connectivity.
- Do not replace the radio if the customer has experienced connectivity issue. A new radio with same software is not able to resolve the connectivity issue. Refer to SOL S2208000070 for more information.
