



Preliminary Information

PIC6551 Wireless CarPlay or Android Auto Will Not Launch

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2021 - 2024	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	Equipped with IOR radio
Condition	Some customers may comment that their wireless CarPlay or Android Auto will no longer work, but when plugged in to the USB port it does work.
Cause	This can be due to the MEC (Manufacture Enable Counter) in the radio no longer at 0.

Correction:

Please go into radio in GDS 2 and perform the MEC counter reset, that should regain functionality of wireless CarPlay and Android Auto.

If the issue still persist please refer to SI diagnostics.

Version History

Version	1
Modified	05/08/2024 - Created on.



GENERAL MOTORS