



# Service Bulletin

Bulletin No.: PIT6379


Date: May, 2025

## PRELIMINARY INFORMATION

**Subject: Radio Stability Issues After Carplay Use**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2025		All	All	All	All
Cadillac	Escalade ESV	2025		All	All	All	All
Chevrolet	Colorado	2025		All	All	All	All
Chevrolet	Equinox	2025 - 2026		All	All	All	All
Chevrolet	Suburban	2025		All	All	All	All
Chevrolet	Tahoe	2025		All	All	All	All
GMC	Canyon	2025		All	All	All	All
GMC	Terrain	2025 - 2026		All	All	All	All
GMC	Yukon	2025		All	All	All	All
GMC	Yukon XL	2025		All	All	All	All

<b>Involved Region or Country</b>	United States, Canada, Mexico, Europe, Uzbekistan, Middle East, Israel, Palestine, Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Peru (West), S. Korea, China GMPI, Philippines, Australia/New Zealand
Additional Options (RPO)	IVD or IVE

<p><b>Condition</b></p>	<p>A customer may comment that after using CarPlay their radio has stability issues. These could include:</p> <ul style="list-style-type: none"> <li>• Intermittent blank radio screen with HVAC and vehicle controls still showing</li> <li>• CarPlay audio may stop or disconnect</li> <li>• Rebooting of the radio</li> <li>• Slow to boot – including seeing “Android is Starting” on the radio</li> <li>• Message below about storage space</li> <li>• Performing a factory reset – including losing radio favorites and phone pairings</li> </ul>  <p style="text-align: right;">6932358</p>
<p><b>Cause</b></p>	<p>This may be due to a software anomaly</p>

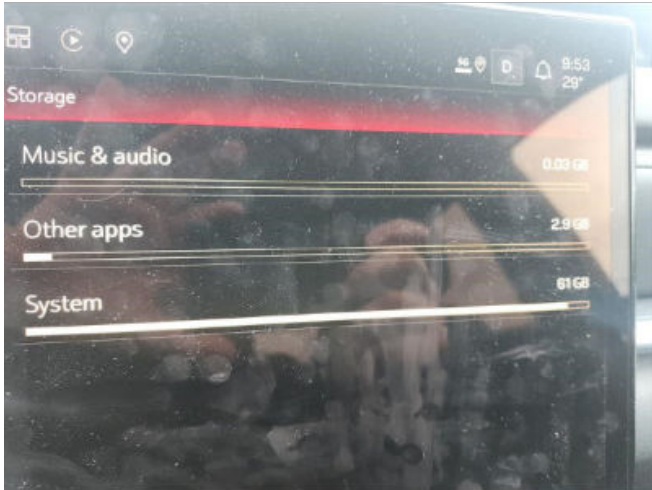
### Correction

**Note:** If the radio software is not on W36E-179.1.2-M174-SQBR6-151.2, this PI does not apply and normal diagnostics should be performed.

To find the software version, go to: Settings\System>About\Build Info

If the vehicle software is current at W36E-179.1.2-M174-SQBR6-151.2 DO NOT replace ANY parts for this concern.

Check the System memory to see if it is close to full: Settings\System\S



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To temporarily recover storage/memory space for the customer, perform a reset using the Steering Wheel Controls:

- 1.1.1) Vehicle must be in Park to reboot your system.
- 1.1.2) Press and hold the END CALL button on steering wheel for about 15 seconds. Until the center screen turns black, then release the END CALL button.
- 1.1.3) After approx. 5-10 seconds, you will see the welcome screen and your infotainment system will reboot itself.

Please inform them that this is due to a software anomaly.

In the meantime please advise customer they may continue to drive the vehicle.

The PI will be updated or replaced with TSB once a determination has been made.

**Warranty Information**

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
*3480798	Verify radio has stability issues after using Car Play with specific software and performing radio reset	0.5 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	05/15/2025 Created on.

