



# Service Bulletin

Bulletin No.: PIT6379C


Date: August, 2025

## PRELIMINARY INFORMATION

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

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT5	2025		All	All	All	All
Chevrolet	Colorado	2025		All	All	All	All
GMC	Canyon	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), 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>

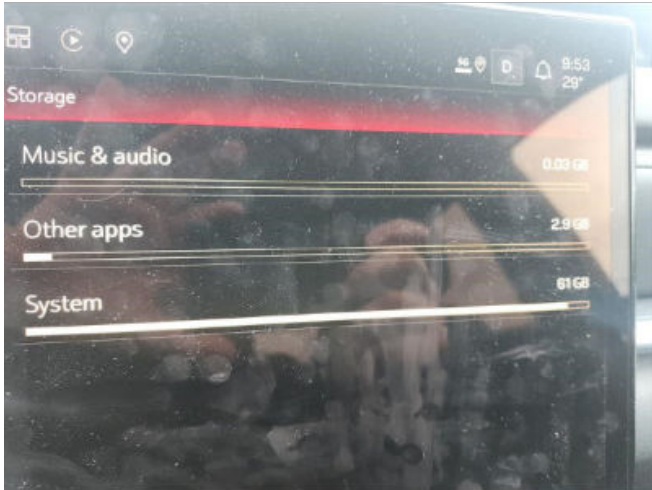
### Correction

**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	4
Modified	05/15/2025 Created on. 07/11/2025 - Updated Models. 07/16/2025 - Updated Models. 08/14/2025 - Updated to remove S. Korea from Involved Regions.

