



# Service Bulletin

Bulletin No.: PIC6551B

Date: May, 2026

## PRELIMINARY INFORMATION

**Subject: Wireless CarPlay or Android Auto Will Not Launch**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
All	All	2021 - 2026		All	All	All	All

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO)</b>	Equipped with IOR radio
<b>Condition</b>	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.
<b>Cause</b>	This can be due to the MEC (Manufacture Enable Counter) in the radio no longer at 0.

### Correction

Please go into radio with GDS2 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.

<b>Version</b>	3
<b>Modified</b>	05/08/2024 - Created on. 10/15/2025 - Updated Model Year. 05/11/2026 - Updated Model Year.

