



# Service Bulletin

Bulletin No.: 17-NA-276


Date: February, 2019

## INFORMATION

**Subject: Loss of Phone Pairing or Favorites, Last Setting of Volume, Station, App, and Audio Settings Change When Vehicle Shuts Down in Demo Mode**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CTS	2017	2019			All	All
	ATS XTS	2018					
	CT6 XT4	2019					
Chevrolet	Blazer	2019	2019				
	Camaro						
	Colorado						
	Equinox						
	Malibu						
	Silverado Volt						
GMC	Terrain	2018	2019				
	Canyon	2019					
	Sierra						

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Additional Options (RPOs)</b>	Equipped with Infotainment System IOS, IOT or IOU
<b>Condition</b>	<p>Some customers/technicians may comment that when the vehicle is in demo mode (unsold vehicle), the phone would stay paired for the key cycle and then would lose pairing to the radio after the vehicle shuts down and started after 10 minutes. Additional operational characteristics of Demo Mode include no retention of the following:</p> <ul style="list-style-type: none"> <li>• Stored Favorites</li> <li>• Last station tuned</li> <li>• Bluetooth synced device(s)</li> <li>• Volume level</li> <li>• Last app or screen view</li> <li>• Audio/equalizer settings</li> </ul> <p><b>Note:</b> If a device was originally paired while in Demo mode, a similar condition could occur that randomly continues to drop Bluetooth pairing after exiting Demo mode. If the vehicle is not in Demo mode, but it is believed that the device was originally paired while in Demo mode, then delete the device from the radio, delete the radio from the device, and pair the device again.</p> <p>Loss of functionality on the above items may be due to the design intent of the vehicle while in demo mode.</p>

<p><b>Cause</b></p>	<p>This may be due to the design intent of the vehicle in demo mode.</p>  <p style="text-align: right;">5134106</p>
<p><b>Correction</b></p>	<p>Cadillac shown, Chevrolet and GMC similar.</p> <p>No correction is needed for this condition. This is the normal operating characteristic of the demo mode of the vehicle. Once the vehicle is sold, select the option labeled "Not a Demo Vehicle" to exit Demo Mode.</p>

<p><b>Version</b></p>	<p>4</p>
<p><b>Modified</b></p>	<p>August 22, 2018 – Added additional models, the 2019 Model Year, a graphic to the Cause section and a Note to the Correction section.</p> <p>August 30, 2018 – Updated the Subject and Condition to include additional operational characteristics of Demo Mode.</p> <p>February 21, 2019 – Added 2019 Blazer and Malibu models</p>

