



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-330

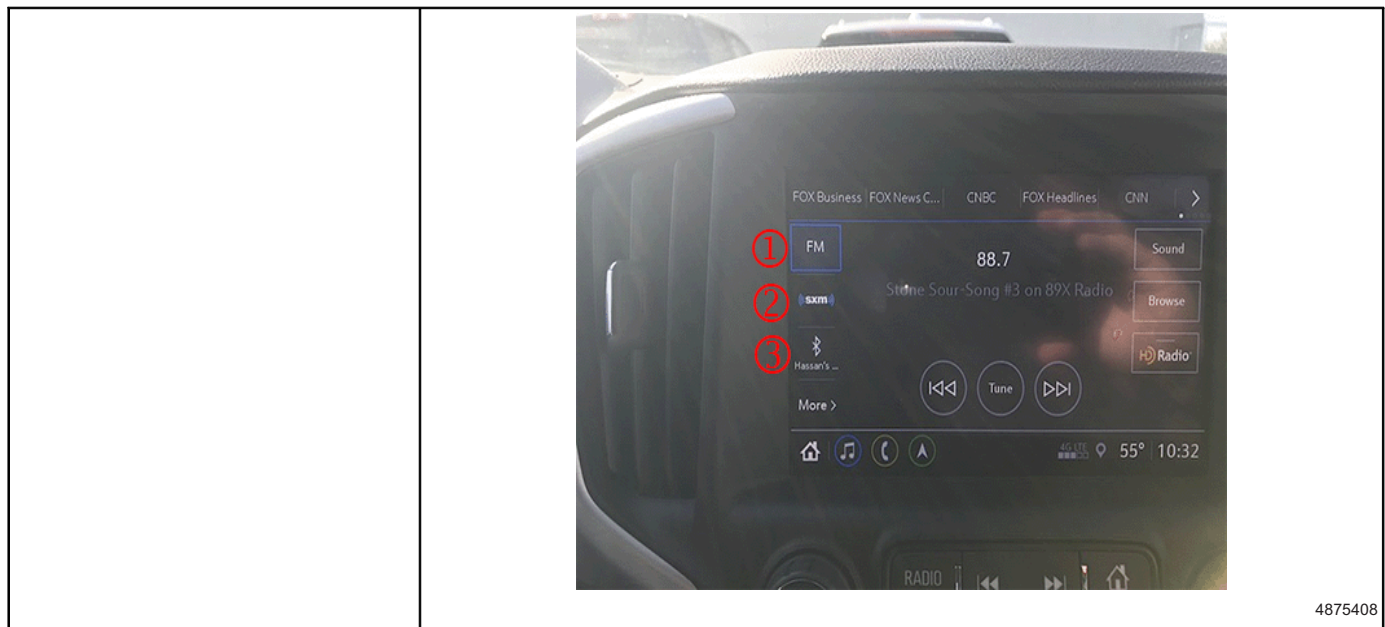
Date: December, 2018

INFORMATION

Subject: Normal Characteristic – Push to Talk Button on Steering Wheel Control is Inoperative and/or Cannot Delete USB Names from Radio Display

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore	2019	2019				
	Regal						
Chevrolet	Sonic	2018	2019				
	Trax						
	Blazer	2019	2019				
	Camaro						
	Colorado						
	Cruze						
	Equinox						
	Malibu						
	Silverado 1500 (New Model)						
GMC	Terrain	2018	2019				
	Canyon	2019	2019				
	Sierra 1500 (New Model)						

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with RADIO-INFOTAINMENT SYSTEM - 3.X LOW HMI, MIDLEVEL CONNECTIVITY 3.X (RPO IOR)
Condition	<p>Some customers may comment on one of the following conditions:</p> <ol style="list-style-type: none"> The push to talk button on the steering wheel control is inoperative when there is no phone device paired with the vehicle; or a phone device is non-responsive when connected and pressing the push to talk button on the steering wheel. <p>Note: The push to talk button, however, can still answer OnStar hands-free calls (if equipped).</p> <ol style="list-style-type: none"> Cannot delete USB/Bluetooth device names from the radio display. The radio displays the names of devices that were previously installed and have been removed.



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Cause

This condition may be due to one of the following:

Condition 1 – If occurring when a phone device is Bluetooth connected, ensure that the native voice recognition app is enabled (e.g. Siri or Google Assistant) on the connected device. If occurring when no phone device is Bluetooth paired, it is normal operation to give no response. This radio has no built-in voice recognition; voice commands are dependent on the connected phone.

Condition 2 – The radio displays the last 3 sources used for the radio like AM, FM, XM, Bluetooth device streaming music or USB drive. The sources are highlighted/actively listed even after the source is removed from the system.

To delete the name of the device from the radio display, push the more button on the display and select another radio source like AM, FM and XM until the disconnected device falls off of the Recents list.



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Note: The radio will show the last 3 audio sources after removed, as shown in the illustration above.

Correction

DO NOT replace the radio assembly as this is a normal design characteristic for the infotainment system.

Version	5
Modified	Released October 16, 2017 March 07, 2018 – Updated the Subject. June 20, 2018 – Added the 2019 Model Year and updated information for Condition 1 under the Cause. July 12, 2018 – Updated the Models section. December 04, 2018 – Updated the Condition and Cause sections.

