



Service Bulletin

Bulletin No.: PIC6637B

Date: June, 2026

PRELIMINARY INFORMATION

Subject: IVA CarPlay issues

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envista	2024-2026		All	All	All	All
Buick	Encore GX	2024-2026		All	All	All	All
Chevrolet	Trailblazer	2024-2026		All	All	All	All
Chevrolet	Trax	2024-2026		All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IVA
Condition	Some customers may comment that when using CarPlay it may disconnect while driving or not connect when started.
Cause	This is caused by a software anomaly.

Correction

1. Verify the radio is at the latest software level. If not, update the radio software per 26-NA-131 to Radio Software Version 169.6.
2. Clear all diagnostic trouble codes (DTCs).
3. Restart the radio per PIC6540.
4. Erase all known/paired devices from both the radio and the customer's phone.
5. Refer to Doc ID 4999685 (Phone Projection Malfunction – Apple CarPlay) and Doc ID 5002252 (Android Auto) and perform the applicable checks.
6. Recheck for the condition to confirm the concern is resolved.

Version	3
Modified	01/07/2026 Created on 04/27/2026 Update to the correction 06/10/2026 Update to the correction

