



Preliminary Information

PIT5655A Phone Ringtone Plays Continuously Through Radio After Incoming Call on Android Phone Using OS 9.0

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Sonic	2018 - 2019	All	All	All	All
Chevrolet	Trax	2018 - 2019	All	All	All	All
Chevrolet	Blazer	2019 - 2019	All	All	All	All
Chevrolet	Camaro	2019 - 2019	All	All	All	All
Chevrolet	Colorado	2019 - 2019	All	All	All	All
Chevrolet	Equinox	2019 - 2019	All	All	All	All
Chevrolet	Malibu	2019 - 2019	All	All	All	All
Chevrolet	Silverado 1500 (New Model)	2019 - 2019	All	All	All	All
GMC	Terrain	2018 - 2019	All	All	All	All
GMC	Sierra 1500 (New Model)	2019 - 2019	All	All	All	All
GMC	Canyon	2019 - 2019	All	All	All	All

Involved Region or Country	North America and North America export regions
Additional Options (RPO)	IOR
Condition	With an Android phone running OS 9.0, having Android Auto app installed, and either Bluetooth paired, or tethered using Android Auto, an incoming call could cause the ringtone to sound continuously for the remainder of the drive cycle.
Cause	A software anomaly.

Note: FAILURE TO FOLLOW EVERY STEP WILL ALLOW THE CONDITION TO REOCCUR.

Correction:

Modify phone settings following the specific procedure below.

Note: You must have the customer's phone in your possession to resolve the condition.

- 1) Turn ignition off.
- 2) Exit vehicle, close all doors. DO NOT disturb the vehicle for at least 4 minutes.
- 3) While waiting for step #2 to complete, uninstall Android Auto app on the customer's phone.
- 4) In the customer's phone, select Settings > Connections > Bluetooth > Advanced Settings [3 Dots in the upper right-hand corner] > Phone ringtone sync > Toggle to OFF
- 5) Enter vehicle and turn ignition on.
- 6) "Forget" Android Auto capable devices from the Radio:
 - 6.1 Select Home screen

- 6.2 Select “Settings”
- 6.3 Ensure “Systems” tab is selected in the upper left
- 6.4 Select “Phones”
- 6.5 Locate all Android Auto devices in list
- 6.6 For each device, select Edit [Pencil symbol] on the far right of device/phone name
- 6.7 Tap “Forget Device”

Note: After completing step 7, Pair the device and Bluetooth calling will be fully operational.

- 7) Reinstall Android Auto.
- 8) Connect Phone by USB and approve Android Auto Permissions

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
3481168	Modify Customer Phone Settings	.3
*This is a unique Labor Operation for Bulletin use only.		

Additional SI Keywords

continuous, bell, keep, ring, ringing, ring-tone, tone,

Version History

Version	2
Modified	02/20/2019- Created on 03/12/2019 Updated to add note and change region information



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