



# Service Bulletin

Bulletin No.: 20-NA-160

Date: October, 2020

## INFORMATION

**Subject: Normal Characteristic – Wireless Phone Projection Audio Cuts Out Every 10 Seconds on New/Unsold Vehicles**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore GX (VIN M)	2021	2021	—	—	All	All
Cadillac	CT5						
	Escalade						
	XT4						
	XT5						
	XT6						
Chevrolet	Blazer						
	Colorado						
	Malibu						
	Silverado 1500						
	Silverado 2500/3500						
	Suburban						
	Tahoe						
GMC	Acadia						
	Canyon						
	Sierra 1500						
	Sierra 2500/3500						
	Yukon						
	Yukon XL						

<b>Involved Region or Country</b>	North America, Middle East, Russia, Israel, Palestine, Chile, Colombia, Ecuador, Peru, Japan, Cadillac Korea (South Korea), GM Korea Company, Thailand
<b>Additional Options (RPOs)</b>	Equipped with PPW and IOR, IOS, IOU, IOT or IOV
<b>Condition</b>	Some dealers and potential customers may comment that while operating a new, unsold vehicle (ex: test drive) and using wireless phone projection (Android Auto or Apple CarPlay), they experience the streaming audio volume cut out, blip, or mute for up to 300ms. This occurs consistently every 10 seconds while using wireless phone projection. This condition is easily reproducible and will only occur while using wireless phone projection. If wireless phone projection is connected, but another audio source is playing (AM/FM/SXM), the audio plays without interruption. This audio cut out every 10 seconds only occurs while streaming audio through wireless projection.
<b>Cause</b>	The cause of condition may be the OnStar® (IOR-equipped vehicles) or Radio (IOS, IOU, IOT, or IOV equipped vehicles) being in Demo mode. While in Demo mode, the radio is actively seeking a wireless / WiFi internet connection to check for any applicable over the air (OTA) updates. Wireless projection also uses the vehicle's WiFi antenna and this audio cut out is a result of the WiFi system checking for new access points.
<b>Correction</b>	This is normal, inherent behavior of the new, unsold vehicle and does not indicate any malfunction of the infotainment system. Once a new, unsold vehicle is sold, OnStar or radio is taken out of demo mode and the condition will cease.

## Service Procedure

**Note:** OnStar demo mode is NOT the same as Demo mode that is displayed in the radio at startup.

Setting up the customer's OnStar account, or having the customer decline Terms and Conditions are the only ways to take the OnStar system out of demo mode.

Refer to *Radio/Audio System Description and Operation* in SI for more information on Radio demo mode.

1. Verify the condition only occurs while streaming audio via wireless projection and that it occurs consistently every 10 seconds.
2. Press the OnStar button to confirm the OnStar system is still in demo mode.

This bulletin does **NOT** apply if any of the following are true:

- If the condition is intermittent in nature
- If the vehicle has already been sold, delivered, or is pre-owned
- If the condition occurs on sources other than wireless projection

If any of the above bullet points are true, then refer to published diagnostics in SI for additional diagnostic information based on the condition being experienced.

## 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
3487098*	Verify OnStar Demo Mode Audio Cutout	0.3 hr
*This is a unique Labor Operation for bulletin use only.		

<b>Version</b>	3
<b>Modified</b>	Released August 13, 2020 September 10, 2020 – Added Buick, Cadillac, Chevrolet and GMC Models, updated Cause, Correction and Service Procedure Sections. October 16, 2020 – Added Cadillac CT5, XT4, Chevrolet Malibu, Silverado, GMC Sierra Models and RPO IOV to the Additional Options (RPOs) section.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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