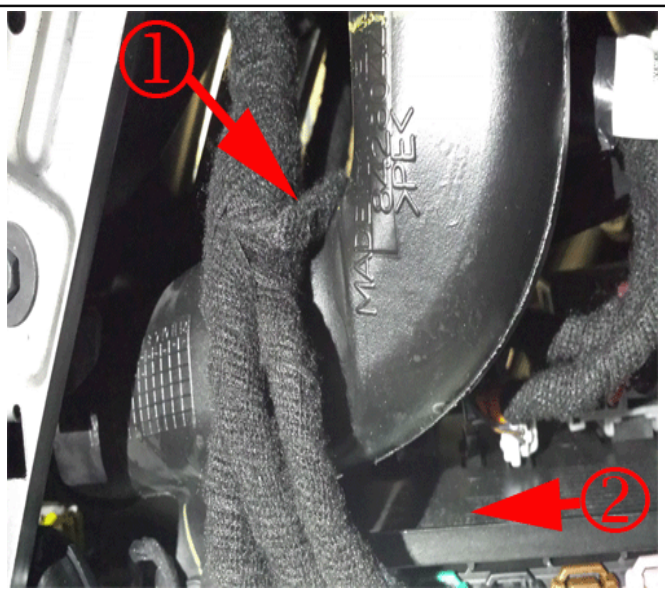
Service Bulletin

File in Section: -
Bulletin No.: 18-NA-092
Date: April, 2018

TECHNICAL

Subject: **Radio Audio Randomly Cuts Out DTC U18B4 - Lost Communication with Radio on Ethernet Bus**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Terrain	2018	2018	SOP	February 1, 2018	All	All

Involved Region or Country	North America and NA Export vehicles
Additional Options (RPOs)	Equipped with Bose Sound System (RPO UQA) and Audio System (RPO IOS, IOT, or IOU)
Condition	Some customers may comment on the radio audio from AM/FM/XM/USB intermittently cutting out or muting. The radio display and audible warnings (chime) will still function properly. Intermittent loss of Radio communication may be noticed and the Amplifier will store diagnostic trouble code (DTC) U18B4 - Lost Communication with Radio on Ethernet Bus.
Cause	 5026300 The IP wiring harness (1) on the right side of the center console near the BCM (2) may have been routed incorrectly. An incorrectly routed harness could cause the terminal(s) to be pulled out of Connector X207 causing an intermittent connection in the ethernet bus.
Correction	Repair damaged terminals and re-route harness by following the procedure below.

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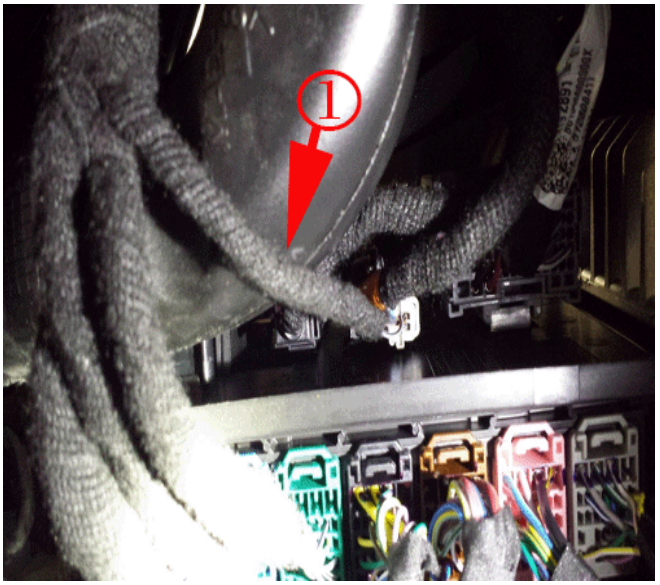
Service Procedure

1. Remove the right side Front Floor Console Extension Panel. Refer to *Front Floor Console Extension Panel Replacement - Right Side (Terrain)* in SI.
2. Disconnect connector X207.



5026301

3. Inspect, repair and re-seat the damaged terminal(s).



5026303

4. Reroute the harness as illustrated (1) and reconnect X207.
5. Clear DTCs.

Parts Information

No parts needed for this condition.

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
5430840*	Repair Terminals and Reroute IP Harness	Use Published Labor Operation Time

Version	1
Modified	Released March 28, 2018

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