



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Intermittent IPC Indicators On Radio Display Blank Low Speed LAN Communication Issues DTC

**Models:** 2013 Chevrolet Equinox  
2013 GMC Terrain

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Customers may comment on momentary or intermittent instrument panel cluster (IPC) message or messages and would include a blank radio display. The customer may also state that it seems to happen when the vehicle is shifted into reverse in cooler temperatures, after a rain or car wash or in high humidity conditions. The dealer technician might not find any DTC set. This condition may be very hard to duplicate.

### Recommendation/Instructions

Inspect the connector X401 for terminal corrosion due to water intrusion. X401 terminal 12 circuit 24 may have a short condition between the backup camera input and the low speed data line circuit 5060 (terminal 14) to voltage when moisture was present in the connector and when shifted into reverse. Other circuits were also found corroded, but did not directly affect the customer's concern with the IPC and radio.

To gain access to X401 pull the passenger-side D pillar trim back to gain access to the X401 connector. Possible water leak sources include the liftgate hinge fasteners. Please make sure that these fasteners are properly torqued. Refer to SI for specifications.

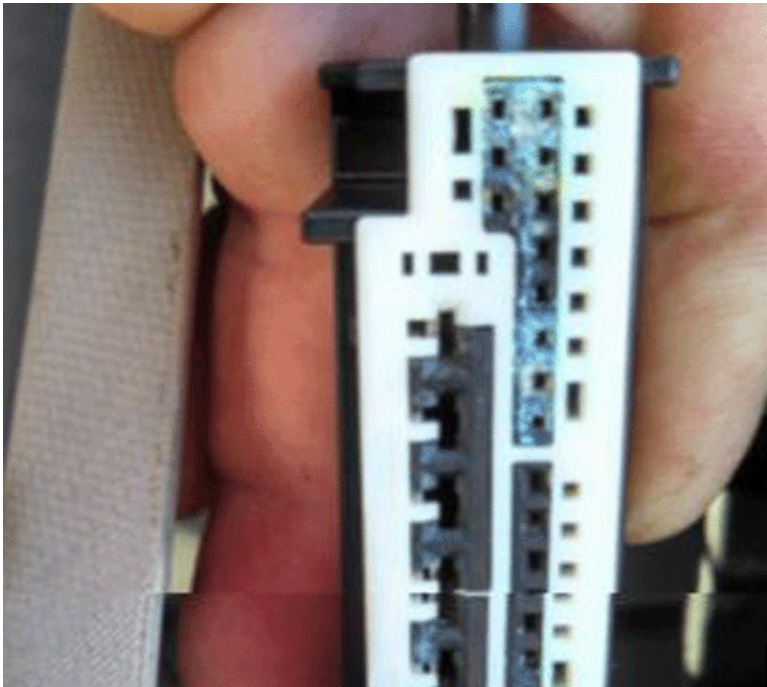
To gain access to X401 pull the passengers D pillar trim back.



Locate X401 behind the D pillar.

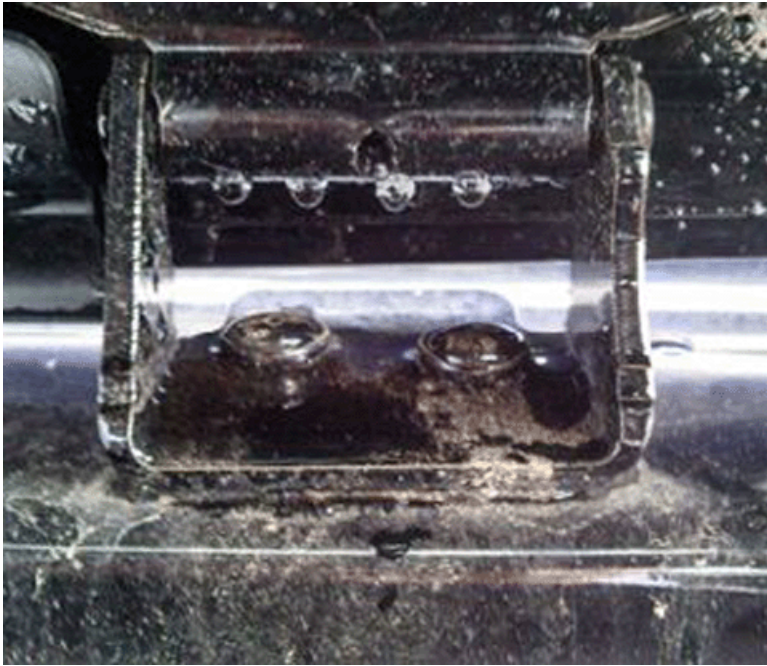


Disconnect X401 and check for corrosion.



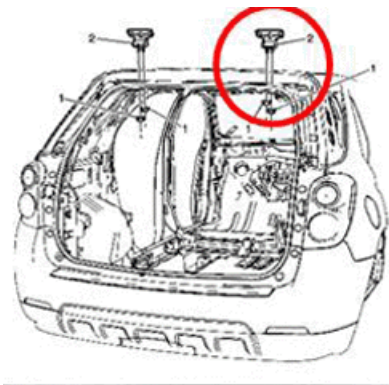


Water test the vehicle to isolate the cause of water intrusion above the passenger's side rear of the headliner. Water test around the passenger's side of the liftgate hinge.



If water is found dripping from the passenger's side D pillar area, inspect the hinge nuts for proper Torque. Refer to SI for specifications.





## Warranty Information

For wiring repairs covered under warranty, please refer to latest version of bulletin 10-00-89-005 for warranty information on wire/connector repairs.

### ADDITIONAL SI KEYWORDS:

air backlight bag dim dimming indicator SDM SIR stability traction U0078 U0121 U0140 U0151 U0155 U0164 U0184 U0198

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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