

Customer Satisfaction Program

17448 - Rear View Camera Image Distorted on Integrated Center Stack



Reference Number: N172119380

Release Date: December 2017

Revision: 00

Attention: This program is in effect until December 31, 2019.

| Make | Model | Model Year | | RPO | Description |
|-----------|----------|------------|------|---------|------------------------|
| | | From | To | | |
| Chevrolet | Traverse | 2018 | 2018 | I05/I06 | 8" MyLink Audio System |

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

| | |
|-------------------|--|
| Condition | Certain 2018 model year Chevrolet Traverse vehicles, equipped with I05 or I06, 8-inch view screen audio systems, may have a condition in which if the vehicle is turned OFF and then turned ON again without establishing a full sleep cycle, the display driver within the integrated center stack (ICS) can become corrupt and cause the display to permanently show multi-colored vertical lines or a split screen. |
| Correction | Reprogram the Integrated Center Stack (ICS) Module. |

Parts

No parts are required for this repair.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|--------------------------------------|------------|-------------|----------|
| 9102944* | Radio Control Reprogramming with SPS | 0.3 | ZFAT | N/A |
| 9103545** | Module Programming Not Required | 0.2 | ZFAT | N/A |

*To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction.

** SPS Warranty Claim Code is NOT required when submitting this transaction.

Service Procedure

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
 - Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
 - Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
 - If the Same Calibration/Software Warning is noted on the SPS Controller screen, do NOT attempt to program the module. No further action is required. Refer to the Warranty section of the bulletin and use labor operation code 9103545, Module Programming Not Required.
1. Reprogram the radio controls. Refer to *Radio Controls: Programming and Setup* in SI.
 2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

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Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through December 31, 2019. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through December 31, 2019, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Courtesy Transportation – For USA & Canada Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.



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December 2017

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2018 model year Chevrolet Traverse may have been built with a condition in which if the vehicle is turned OFF and then turned ON again without establishing a full sleep cycle, the display driver within the integrated center stack (ICS) can become corrupt and cause the radio display to permanently show multi-colored vertical lines or a split screen.

Your satisfaction with your Chevrolet is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will reprogram the Integrated Center Stack Module. This service will be performed for you at **no charge until December 31, 2019**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

| Division | Number | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Chevrolet | 1-800-222-1020 | 1-800-833-2438 |
| Puerto Rico – English | 1-800-496-9992 | |
| Puerto Rico – Español | 1-800-496-9993 | |
| Virgin Islands | 1-800-496-9994 | |

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Traverse provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

17448

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4632
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 7, 2017

Subject: 17448 - Customer Satisfaction Program
Rear View Camera Image Distorted on Integrated Center Stack

Models: 2018 Chevrolet Traverse Equipped with 8" MyLink Audio (IO5/IO6)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17448 today. The total number of U.S. vehicles involved is approximately 15,696. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on January 3, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 7, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS