



# Service Bulletin

File in Section: -

Bulletin No.: 17-NA-386

Date: December, 2017

## INFORMATION

**Subject:** Information on Multi-Media Infotainment Tester (MIT) Incompatibility Issues

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Car and Trucks	2013	2018				
Cadillac							
Chevrolet							
GMC							

<b>Involved Region or Country</b>	North America and N.A. Export Regions
-----------------------------------	---------------------------------------

Some technicians may find that the multi-media infotainment tester (MIT) does not function properly when diagnosing infotainment concerns, which may lead to mis-diagnosis.

At this time, the MIT is not compatible with infotainment system RPO IOR found on some 2018 models. Additionally, technicians and field engineers have reported some compatibility concerns with other years/models when the MIT is not operating on the latest software.

If compatibility concerns are suspected while diagnosing a customer concern using the MIT, start by making sure the MIT tester is updated to the latest software release by using the following path: Global Connect Website>> Departments>> Service>> Applications Section>> Special Tools and Software Updates>> Software Downloads>> EL-50334-100A Multi-Media Infotainment Tester (MIT). If the concern still exists, then follow normal SI diagnosis to repair the customer concern. The MIT is not compatible with IOR radios when testing USB functionality on some vehicles.

To test USB functionality on these vehicles, connect a properly formatted USB 2.0 stick with non-WMA, MP3 audio files on it in order to test connectivity.

<b>Version</b>	1
<b>Modified</b>	Released December 4, 2017

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.



WE SUPPORT VOLUNTARY  
TECHNICIAN  
CERTIFICATION