

Service Bulletin

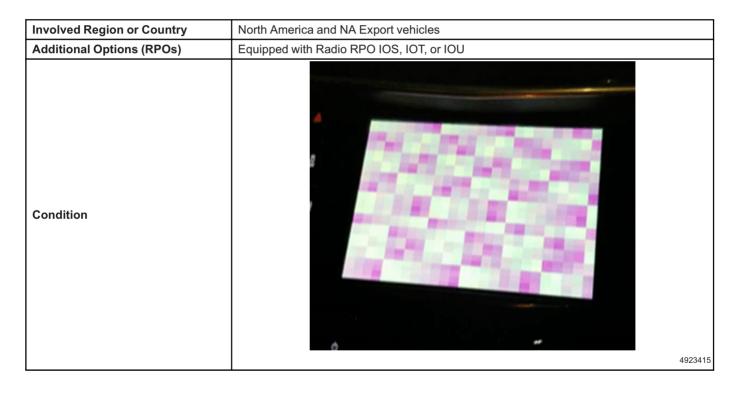
File in Section: -

Bulletin No.: 17-NA-403 Date: December, 2017

TECHNICAL

Subject: Infotainment Display is Scrambled and/or Pixelated

Brand:	Model:	Model Year:		VIN:		Engino	Transmission:
		from	to	from	to	Engine:	
Cadillac	ATS CTS XTS	2018	2018			All	All
GMC	Terrain	2018	2018			All	All



492416 Some customers may complain that their infotainment display is scrambled or pixelated as shown in the examples above. When this occurs, the rear vision camera image without gridlines will be displayed on the screen when in reverse and normal chime operation will be observed but an intermittent loss of music audio may be experienced. The severity of the pixelated screen may also change from ignition cycle. Upon
inspection, the technician will not find any related codes stored. Cause This is may be due to an internal radio concern.

Service Procedure

If the concern does not match the exact description above, this bulletin does not apply and normal SI diagnosis should be followed. If the concern is an exact match to the description above, replace the radio and re-evaluate the concern. Refer to *Radio Replacement and A11 Radio: Programming and Setup* in Service Information for detailed instructions.

Parts Information

Use the latest part number listed in the parts catalog with the VIN filter on.

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
3420840	Radio Replacement	Use Published Labor Operation Time

Version	1
Modified	Released December 19, 2017

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". 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, <u>DO NOT</u> 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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