



Service Bulletin

File in Section: -

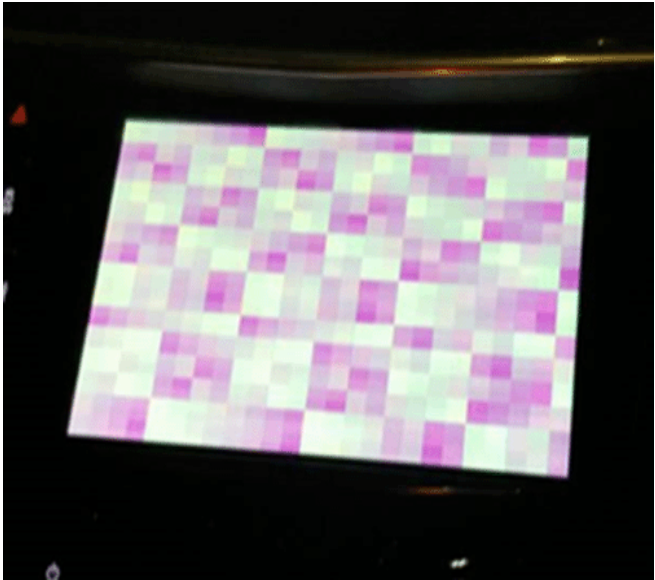
Bulletin No.: 17-NA-403

Date: December, 2017


TECHNICAL

Subject: Infotainment Display is Scrambled and/or Pixelated

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

Involved Region or Country	North America and NA Export vehicles
Additional Options (RPOs)	Equipped with Radio RPO IOS, IOT, or IOU
Condition	

4923415

	 <p style="text-align: right;">4923416</p> <p>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 to ignition cycle. Upon inspection, the technician will not find any related codes stored.</p>
Cause	This is may be due to an internal radio concern.
Correction	Replace the radio and re-evaluate the 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

