



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-404

Date: December, 2017

TECHNICAL

Subject: Radio Control Display Makes Random Selections with No User Input and/or Places Unwanted Phone Calls

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Traverse	2018	2018			All	All

Involved Region or Country	North America, Middle East, Israel, Chile, Colombia, Peru, Russia, and North Africa
Additional Options (RPOs)	Equipped with Infotainment RPO IO5 or IO6
Condition	Some customers may comment that their Radio Control (also known as ICS – Integrated Center Stack) display makes random selections, changes stations, changes sources, and/or makes unwanted phone calls with no user input.
Cause	This is a result of an internal radio control (ICS) assembly concern.
Correction	If this concern is encountered, replace the radio control (ICS) assembly.

Service Procedure

If you encounter a vehicle with the above concern, replace the radio control (ICS) assembly. Refer to Radio Control Assembly Replacement with IO5, IO6 in Service Information for detailed instructions.

Important: After replacing the Radio Control Assembly, programming of the Radio Control Assembly may be required depending on the part number of the service replacement part. After installing the replacement assembly, use TIS2web to determine if the latest TIS2web files are already installed by selecting A22 Radio Control in TIS2web and comparing the "current" vs "selected" calibration numbers. If no updates are present, no further action is required. If updates are present, use TIS2web to program the replacement radio control assembly by following the Reprogram Control Module section of the A22 Radio Controls: Programming and Setup procedure found in Service Information.

Parts Information

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

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3420700	Radio Control Assembly Replacement	Use Published Labor Operation Time

Version	1
Modified	Released December 19, 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.



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