



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-291

Date: September, 2017

TECHNICAL

Subject: Intermittent Pop Noise from the Speakers Followed by a Reset of the Radio and Clock

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Impala Silverado Suburban Tahoe	2017	2017			All	All
GMC	Sierra Yukon	2017	2017			All	All

Involved Region or Country	North America and N.A. Export
Additional Options (RPOs)	Equipped with RPO IO3 Radio
Condition	Some customers may comment of an intermittent pop noise from the speakers followed by a reset of the radio and clock. Upon inspection, the technician will not find any codes stored.
Cause	This may be due to an internal radio concern.
Correction	If this concern is experienced, replace the radio assembly.

Service Procedure

If you encounter a vehicle with the above concern, replace the radio assembly. Refer to *Radio Replacement* in SI.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3420840	Radio Replacement	Use Published Labor Operation Time

Version	1
Modified	

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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