



Service Bulletin

File in Section: -


Bulletin No.: 17-NA-294

Date: September, 2017

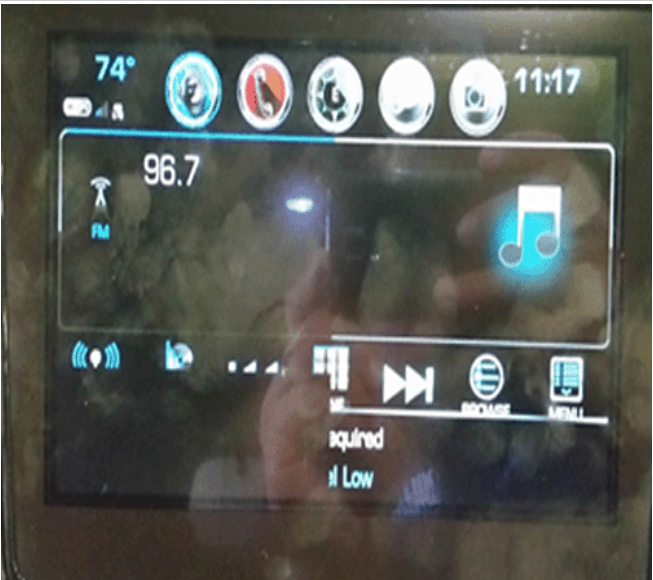
TECHNICAL

Subject: Radio Control Display is Scrambled, Split, Pixilated, or Displays Vertical Lines

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 IO5 or IO6
Condition	<p>Some customers may comment that their Radio Control (also known as ICS – Integrated Center Stack) display is scrambled, split, pixilated, or displays vertical lines as shown in the examples below.</p> 

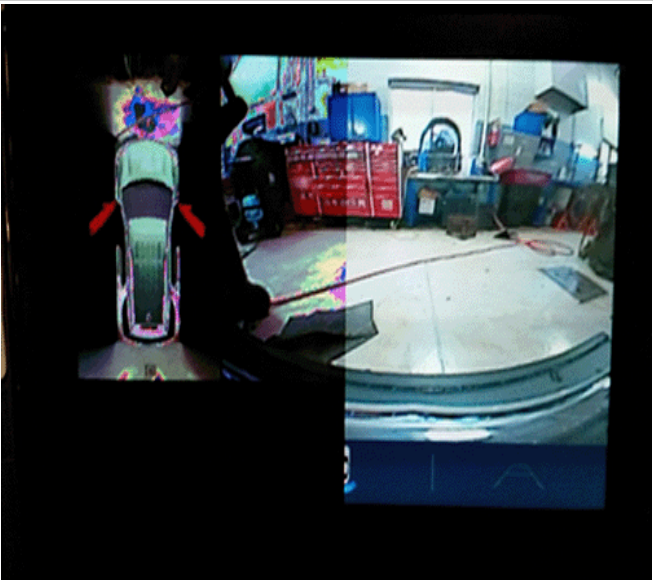
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Upon inspection, the technician will not find any related codes stored and normal audio from the speakers will be experienced as well.

Cause	This may be the result of the internal memory being overwritten during certain module communication sequences.
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.

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	

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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