



Service Bulletin

Bulletin No.: 18-NA-287

Date: January, 2019

INFORMATION

Subject: Blank or Distorted 7-Inch Radio Display During Radio Replacement

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Camaro	2019	2019			All	All
	Colorado	2019					
	Equinox	2019					
	Silverado 1500 (New Model)	2019					
	Sonic	2018					
	Trax	2018					
GMC	Canyon	2019	2019				
	Sierra 1500 (New Model)						
	Terrain						
Holden	Commodore	2019	2019				
	Equinox						

Involved Region or Country	North America, N.A. Export Regions, Australia
Additional Options (RPOs)	Equipped with Infotainment System RPO IOR or UIR
Condition	Some technicians may notice that a blank or distorted screen may appear on the radio display after radio replacement.
Cause	The cause of the condition may be that the IOR radios are manufactured with a default calibration for 8-inch displays. When a replacement radio is installed in a vehicle equipped with a 7-inch display, the radio will output a blank or distorted screen.
Correction	Complete the <i>A11 Radio: Programming and Setup procedure</i> . After successful calibration, the radio display should no longer be blank or distorted.

Note: Do NOT replace any parts for this condition. The condition described in this bulletin only occurs during the programming and setup of a replacement radio.

Note: Examples of distorted display:





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Service Procedure

1. Complete the programming procedure. Refer to *A11 Radio: Programming and Setup* in SI.
2. If calibration is correct and a blank screen is present, this bulletin does not apply and SI should be referenced for further diagnosis.

Version	3
Modified	Released September 21, 2018 October 16, 2018 – Added Holden models. January 14, 2019 – Added text to Subject, Sonic and Trax Models, updated the Condition, Cause, Correction sections and added Note with example photos.

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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