



Service Bulletin

Bulletin No.: 17-NA-291

Date: November, 2019

TECHNICAL

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

This bulletin replaces PIT5585. Please discard PIT5585.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2015	2017			All	All
	Impala						
	Silverado						
	Suburban						
	Tahoe						
GMC	Canyon	2015	2017			All	All
	Sierra						
	Yukon						

Involved Region or Country	North America, N.A. Export Regions
Additional Options (RPOs)	Equipped with RPO IO3 Radio
Condition	Some customers may comment on 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.

Parts Information

Use the vehicle identification number (VIN), SI, and the GM Electronic Parts Catalog to determine the proper radio assembly to order.

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
3481188*	Radio Replacement Chevrolet Colorado	0.5 hr
	Radio Replacement Chevrolet Impala 2015, 2016	0.3 hr
	Radio Replacement Chevrolet Impala 2017	1.6 hrs
	Radio Replacement Chevrolet Silverado	0.5 hr
	Radio Replacement Chevrolet Suburban	1.0 hr
	Radio Replacement Chevrolet Tahoe	1.0 hr
	Radio Replacement GMC Canyon	0.5 hr
	Radio Replacement GMC Sierra	0.5 hr
	Radio Replacement GMC Yukon	1.0 hr
*This is a unique Labor Operation for bulletin use only.		

Version	3
Modified	October 23, 2017 – Added the Colorado and Canyon Models. October 28, 2019 – Added the 2015 and 2016 Model Years, added Parts Information and updated Warranty Information.

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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