



# Service Bulletin

Bulletin No.: 20-NA-067

Date: March, 2020

## INFORMATION

**Subject: Accessory Rear Seat Infotainment (RSI) Shuts Off, Coinciding with Closing of Door or Liftgate**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2020				
Cadillac	XT4	2019	2020				
	XT5						
	XT6						
Chevrolet	Blazer	2019	2020			All	All
	Equinox	2018	2020				
	Silverado 1500 (New Model)	2019	2019				
	Silverado 1500	2020	2020				
	Silverado 2500	2020	2020				
	Traverse	2018	2020				
GMC	Acadia	2019	2020				
	Sierra 1500 (New Model)	2019	2019				
	Sierra 1500	2020	2020				
	Sierra 2500	2020	2020				
	Terrain	2018	2020				

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	SR2, SR3 GM Evolution Series Rear Seat Infotainment System
<b>Condition</b>	Some customers may comment that the RSI screens power off, coinciding with the closing of a door or liftgate with the fob outside the vehicle and intermittently when the fob is inside the vehicle.
<b>Cause</b>	The cause of the condition may be that the RSI is powered by the iRAP feed. When the vehicle's PEPs module searches for the key transmitter, it momentarily powers down the iRAP feed to clear possible radio frequency interference. This causes the RSI screens to power off.
<b>Correction</b>	<p>This condition is normal operation and is described in the Rear Seat Infotainment owner's manual, page 5. To mitigate the concern, refer to the steps below.</p> <ul style="list-style-type: none"> <li>On some vehicles with push button start (keyless ignition), if you turn on the headrest monitor, and then close all doors/ hatch while standing outside the vehicle with the remote keyless entry/ignition FOB in your possession, the monitor will shut off. <b>To avoid this issue, leave a door ajar until the driver takes the FOB back inside the vehicle.</b></li> <li>On some vehicles with push button start (keyless ignition) AND a wireless charging system, if you turn on the headrest monitor, and remain in the vehicle with the remote keyless entry/ignition FOB in your possession, the monitor will shut off if it is close to the wireless charger upon closing of all doors/ hatch. <b>To avoid this issue, keep the FOB away from the wireless charging system.</b></li> </ul>

### Customer Information

- Please inform the customer on the steps above to mitigate the occurrence.
- For customers with Buick Enclave or Chevrolet Traverse vehicles equipped with KU9 Ventilated Front Seats, there is a customer enhancement available, see bulletin **19-NA-271** for details.

<b>Version</b>	1
<b>Modified</b>	Released March 13, 2020

Additional SI Keywords:

Accessory, Blu-ray, CD, display, DVD, Entertainment, Interruptible, iRAP, Monitor, Power, Retained, RAP, Screen

