



Service Bulletin

Bulletin No.: 20-NA-093


Date: April, 2020

INFORMATION

Subject: Information on Normal Radio Display Operation – Display Does Not Remain Off at Times After Being Turned Off in Settings

This bulletin replaces PIC6331. Discard all copies of PIC6331.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore	2016	2017			All	All
	Envision						
	LaCrosse						
	Regal						
Cadillac	ATS	2016	2017			All	All
	CT6						
	CTS						
	ELR						
	Escalade Models						
	SRX						
	XT5						
Chevrolet	XTS	2016	2017			All	All
	Camaro						
	Colorado						
	Corvette						
	Cruze						
	Equinox						
	Impala						
	Malibu						
	Silverado						
	Suburban						
GMC	Tahoe	2017	2017			All	All
	Acadia						
	Canyon						
	Sierra						
GMC	Yukon Models	2016	2017			All	All

Involved Region or Country	North America, Europe, Russia, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Japan, Cadillac Korea, GM Korea Company, China, Thailand
Additional Options (RPOs)	Equipped with Infotainment system IO5 or IO6
Condition	 <p>5046857</p> <p>Some customers may comment that the radio display does not remain off at times even though it has been turned off in the display settings menu shown above.</p>

Information

The system does turn off the display when the user selects "Turn Display Off" in the radio Settings menu; however, at times, the radio display in these vehicles may come back on without customer input. This may be objectionable to the customer under certain circumstances, but it is an inherent operation of that system's design. Make no repair attempts for this condition, which is considered normal behavior, and for which the customer should have no concern for the radio operation.

Parts Information

No parts are required for this repair.

Version	1
Modified	Released April 20, 2020