



Service Bulletin

Bulletin No.: 20-NA-231

Date: December, 2020

INFORMATION

Subject: Radio or Display Malfunctions Immediately After Replacement

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019	Silao Assembly Plant	Silao Assembly Plant		
GMC	Sierra 1500 (New Model)	2019	2019	KG293710	KG313814		

Involved Region or Country	North America, Middle East, Chile, Thailand
Additional Options (RPOs)	Equipped with Infotainment system (IOR)
Condition	Some customers may comment on a radio or radio display malfunction which may exist immediately following replacement and programming of an IOR radio or IOR radio display. Any malfunction that occurs is not likely to be similar to the condition that led to part replacement. Conditions may vary but could include distorted or squiggly rear view camera (RVC) lines and / or no touch response. Additionally, swapping displays during diagnosis can also cause confusion if mismatched items are swapped.
Cause	The cause of the condition may be due to a temporary production part shortage at the end of the 2019 model year in which certain pickups were assembled with radio and radio display parts that require unique software and calibration files. Important: If a dealer uses the Part Catalog to look up a replacement radio or display for these vehicles the catalog may mislead a dealer to order and install an incorrect part.
Correction	When ordering a replacement IOR radio or radio display for vehicles in the above VIN range, GM recommends obtaining the current part number off of the original part. This can be viewed through the scan tool or by viewing the part number label on the component.

Version	1
Modified	Released December 16, 2020

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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