



# Service Bulletin

Bulletin No.: 17-NA-404

Date: October, 2022

## TECHNICAL

**Subject: Radio Control Display Makes Random Selections with No User Input and/or Places Unwanted Phone Calls**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Traverse	2018	2018	SOP	November 19, 2017	All	All

<b>Involved Region or Country</b>	North America, Middle East, Israel, Chile, Colombia, Peru, Russia, and North Africa
<b>Additional Options (RPOs)</b>	Equipped with Infotainment RPO IO5 or IO6
<b>Condition</b>	Some customers may comment that their Radio Control (also known as ICS – Integrated Center Stack) display makes random selections, changes stations, changes sources, and/or makes unwanted phone calls with no user input.
<b>Cause</b>	This is a result of an internal radio control (ICS) assembly concern.
<b>Correction</b>	If this concern is encountered, inspect the build date code of the radio control (ICS) assembly and replace it if the date code is 245-306.

### Service Procedure

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

If you encounter a vehicle with the above concern, inspect the build date code of the radio control (ICS) assembly (characters 5-7) shown below. If it is 245-306, replace the radio control (ICS) assembly. Refer to Radio Control Assembly Replacement with IO5, IO6 in Service Information for detailed instructions.



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**Important:** After replacing the Radio Control Assembly, programming of the Radio Control Assembly may be required depending on the part number of the service replacement part. After installing the replacement assembly, use TIS2web to determine if the latest TIS2web files are already installed by selecting A22 Radio Control in TIS2web and comparing the “current” vs “selected” calibration numbers. If no updates are present, no further action is required. If updates are present, use TIS2web to program the replacement radio control assembly by following the Reprogram Control Module section of the A22 Radio Controls: Programming and Setup procedure found in Service Information.

## Parts Information

Use the latest part number listed in the parts catalog with the VIN filter on.

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3420700	Radio Control Assembly Replacement	Use Published Labor Operation Time

Version	4
Modified	Released December 19, 2017 Revised May 14, 2018 — Updated Correction and Service Procedure. Revised June 18, 2018 — Added Breakpoint and Note in Parts Information. Revised October 24, 2022 — Removed reference of PIT5411 and added important statement.

