



# Service Bulletin

Bulletin No.: 24-NA-127

Date: July, 2024

## INFORMATION

**Subject: Information on Infotainment Screen Hot to the Touch**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2024	2025	-	-	All	All
Chevrolet	Traverse	2024	2025	-	-	LK0	All
GMC	Acadia	2024	2025	-	-	All	All

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment on the display is hot to the touch when temperatures outside are warmer or directly in sunlight. Screen is operating as designed but will feel hot to the touch if the outside temperature is higher than 77 degrees and vehicle is in the sun.
<b>Cause</b>	The cause of the condition may be due to the outside temperature and/or the sun hitting the screen is making the screen hot to the touch.
<b>Correction</b>	No actions needed, review the information below.

**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.**

### Parts Information

No parts are required for this repair.

### Service Procedure

Any operator touchable surface on the Controller shall not exceed a temperature of 131 degrees Fahrenheit with the following Controller conditions:

- Ambient temperature 77 degrees Fahrenheit or less
- Continuous operation
- Supply voltage =14V
- All backlighting on at 100% PWM

Version	1
Modified	Released July 11, 2024

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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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