



**Bulletin No.:** PIC6549B  
**Published date:** 11/19/2024

## Preliminary Information

### PIC6549B Black Radio Screen

#### Models

**Brand:** Chevrolet Trax    **Model:** 2024    **Model Years:** 2024    **VIN:** All    **Engine:** All    **Transmissions:** All

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO)</b>	IVA
<b>Condition</b>	A customer may comment that their radio display may have gone blank.
<b>Cause</b>	<p>Please verify the software in the radio is up to date. This can be found in settings&gt;about.</p> <p>If it is lower than 169.3, please update the radio before proceeding with this PI.</p> <p>This may be due to software anomaly or a loose/defective LVDS cable</p>

#### Correction:

First verify that the LVDS connection at the radio control, Instrument panel display, and radio are seated properly.

If there is a bad/loose connection, correct the condition and retest

If the connections were seated properly, or after correcting a loose connection and the condition still exists, replace the LVDS cable.

If the condition still exists after LVDS cable replacement **do not replace the radio** and contact TAC

#### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3486268	Verify LVDS connections at Radio, Radio control, and IPC display	0.8 Hr.
Add time	Replace LVDS cable	1.0 Hr.
<b>*This is a unique Labor Operation for Bulletin use only.</b>		

### Version History

Version	3
Modified	05/07/2024 - Created on. 09/26/2024 - Updated to change correction and add labor op 11/19/2024 - Updated to add not to replace the radio

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