



Bulletin No.: PIC6549C
Published date: 12/16/2024

Preliminary Information

PIC6549C Black IVA Radio Screen

Models

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

| | |
|-----------------------------------|---|
| Involved Region or Country | North America |
| Additional Options (RPO) | IVA |
| Condition | A customer may comment that their radio display may have gone blank. |
| Cause | <p>Please verify the software in the radio is up to date. This can be found in settings>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. |
| *This is a unique Labor Operation for Bulletin use only. | | |

Version History

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|----------|---|
| Version | 4 |
| Modified | <p>05/07/2024 - Created on.</p> <p>09/26/2024 - Updated to change correction and add labor operation.</p> <p>11/19/2024 - Updated to add not to replace the radio.</p> <p>12/16/2024 - Updated title.</p> |

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