



**Bulletin No.:** PIC6549D  
**Published date:** 01/16/2025

## Preliminary Information

### PIC6549D Black IVA Radio Screen

#### Models

**Brand:** Chevrolet Trax    **Model:** 2024 - 2025    **Model Years:** 2024 - 2025    **VIN:** All    **from to:** All All    **Engine:** All 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.
*This is a unique Labor Operation for Bulletin use only.		

**Version History**

Version	5
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> <p>01/16/2025 - Updated to add 2025 model year</p>

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