



# Service Bulletin

Bulletin No.: 24-NA-127

Date: February, 2025

## INFORMATION

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

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2025	2025	-	-	All	All
Chevrolet	Blazer EV	2024	2025	-	-	All	All
	Equinox EV	2024	2025	-	-	All	All
	Silverado EV	2024	2025	-	-	All	All
	Suburban	2025	2025	-	-	All	All
	Tahoe	2025	2025	-	-	All	All
	Traverse	2024	2025	-	-	All	All
GMC	Acadia	2024	2025	-	-	All	All
	Sierra EV	2024	2025	-	-	All	All
	Terrain	2025	2025	-	-	All	All
	Yukon Models	2025	2025	-	-	All	All

<b>Involved Region or Country</b>	North America, Middle East
<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.**

**Important:** This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

## 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

## Parts Information

No parts are required for this repair.

<b>Version</b>	3
<b>Modified</b>	Released July 11, 2024 Revised October 02, 2024 – Added Blazer EV, Equinox EV, Silverado EV and Sierra EV Models. Revised February 05, 2025 – Added Terrain, Yukon, Tahoe, and Suburban Models.

