



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-344

Date: December, 2017

INFORMATION

Subject: Diagnostic Tip for 3.5 mm Audio Jack for USB Does Not Operate After Replacement of Receptacle for Audio Player and USB

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave, Encore, LaCrosse, Regal	2016	2018				
Cadillac	ELR	2016	2016				
	ATS, CT6, CTS, Escalade Models, XTS	2016	2018				
	XT5	2017	2018				
Chevrolet	Camaro, Colorado, Corvette, Cruze, Equinox, Impala, Malibu, Silverado, Sonic, Spark, Suburban, Tahoe, Traverse, Trax, Volt	2016	2018				
GMC	Acadia, Canyon, Sierra, Terrain, Yukon Models						

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with Radio-Infotainment System RPOs IOA, IOB, IO5 and IO6
Condition	Some technicians may notice the 3.5 mm audio jack that is part of the receptacle for the audio player and USB does not work after replacement.
Cause	This condition may be due to the wrong part being looked up and ordered.
Correction	When looking up the part, It is IMPORTANT to use the VIN filter. Important: Using just the year, make, model and/or group, may reveal P/Ns that SHOULD NOT be used in specific vehicles.

Parts Information

Refer to the electronic part catalog (EPC) for obtaining the correct P/N.

Version	2
Modified	Released November 2, 2017 November 28, 2017 – Added the 2016-2018 Terrain model and updated the Condition section.

