



Service Bulletin

Bulletin No.: 20-NA-235

Date: December, 2020

INFORMATION

Subject: Radio Unwanted Phantom Touch or Non-Responsive to Touch After Cleaning/Disinfecting Display

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2020	2021	—	—	—	—
	Encore GX	2020					
	LaCrosse	2020					
	Regal	2019					
	Verano	2020					
Cadillac	CT4	2020	2021	—	—	—	—
	CT5	2020					
	CT6	2019					
	Escalade	2021					
	Escalade ESV						
	XT4	2019					
	XT6	2020					
Chevrolet	Blazer	2019	2021	—	—	—	—
	Bolt EV	2021					
	Camaro	2019					
	Colorado	2019					
	Corvette	2020					
	Cruze	2020					
	Equinox	2019	2019				
	Malibu	2020	2021				
	Silverado 1500 (New Model)	2019	2019				
	Silverado 1500	2020	2021				
	Suburban	2021					
	Tahoe	2021					
	Traverse	2020					
Volt	2019						

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Acadia	2019	2021	—	—	—	—
	Canyon	2019					
	Sierra 1500 (New Model)	2019	2019				
	Sierra 1500	2020	2021				
	Terrain	2019	2019				
	Yukon	2021	2021				
	Yukon XL						
Holden	Acadia	2019	2020	—	—	—	—
	Equinox	2019	2019	—	—	—	—

Involved Region or Country	North America, Europe, Uzbekistan, Russia, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, GM Korea Company, Cadillac Korea, China, Thailand, Australia/New Zealand, Egypt, Africa
Additional Options (RPOs)	Equipped with Infotainment system IOS, IOT, IOU or IOV
Condition	Some customers or dealers may comment of ghost or phantom touch where random touch inputs occur with the radio display; and/or the radio display is non-responsive to touch immediately after having cleaned, wiped, or disinfected the radio display. Either condition will last the entire ignition cycle. After the radio has gone through a sleep cycle, the condition would no longer be present.
Cause	The cause of the condition may be the presence of liquid or certain physical touch during the boot-up sequence that can corrupt the display boot-up for that ignition cycle, causing false touch input or no touch input to be received until the radio can reboot.
Correction	Only clean or disinfect the radio display with the radio on. Always dry the display ensuring no liquid, debris, or streaks remain.

Service Procedure

Caution: Refer to the latest version of Service Bulletin 06-00-89-029 for interior cleaning precautions, steps, and suggested product usage. Use of products other than those identified in the latest version of Service Bulletin 06-00-89-029 are at the Dealer's own risk.

When Sanitizing Vehicles:

Important: Ensure the radio display is left clean and dry at the end of this process. The condition could occur if liquid, streaks, residue, or debris remain on the radio display.

1. Ignition On, wait for the radio to complete the Brand splash animation.
2. Using a clean towel, apply/spray cleaner directly onto the towel.
3. Wipe the display surface with the towel.
4. Dry the display leaving no liquid, streaks, residue, or debris.

When a Vehicle Exhibits the Condition(s) Described:

Important: Ensure the radio display is left clean and dry at the end of this process. The condition may repeat if liquid, streaks, residue, or debris remain on the radio display.

1. Clean and dry the radio display per sanitizing instructions above.
2. Turn ignition off, disable Retained Accessory Power (RAP) and allow the radio to go to sleep (at least 3 minutes).
3. Verify condition is resolved.
4. If issue persists, you may have to perform steps 1 and 2 again until the display is thoroughly clean, completely dry, and the radio has entered sleep mode.

Version	1
Modified	Released December 17, 2020

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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