

2010 Chevrolet Equinox

Submodel: | **Engine Type:** | **Liters:**
Fuel Delivery: | **Fuel:**

Subject: Radio Touch Screen Unresponsive — Radio Control Assembly Contacting Radio Touch Screen (Remove Radio Control Assembly, Apply Loop Tape for Clearance)

Models: 2010 Chevrolet Equinox
2010 GMC Terrain
Equipped With Radio RPO UYS or UYX



The following diagnosis might be helpful if the vehicle exhibits the symptom described in this PI.

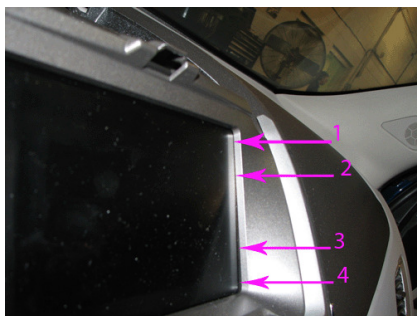
Condition/Concern

Some customers may comment on a radio touch screen that is unresponsive to their touch.

The cause of this concern may be the radio control assembly contacting the radio touch screen due to insufficient clearance. This results in the radio touch screen sensors falsely determining this contact to be a touch command.

Recommendation/Instructions

Important: Do not replace the radio for this condition. Apply loop tape to provide the necessary clearance.



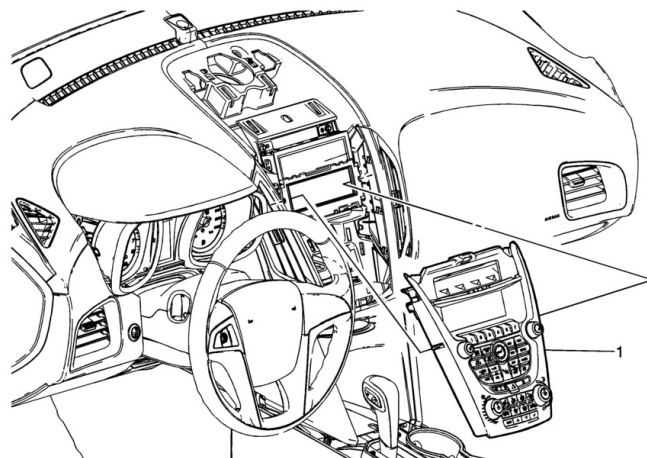
1. Visually inspect the complete area around the rectangular radio touch screen for insufficient clearance as shown (1), (2). Compare to the area with sufficient clearance (3), (4) in order to make a determination of where to apply the loop tape.

Note: This step is for vehicles equipped with the instrument panel upper center trim panel.

2. Remove the instrument panel upper center trim panel. Refer to Instrument Panel Upper Center Trim Panel Replacement (Equinox) or Instrument Panel Upper Center Trim Panel Replacement (Terrain) in SI.

Note: This step is for vehicles equipped with the instrument panel center compartment.

3. Remove the instrument panel center compartment. Refer to Instrument Panel Center Compartment Replacement (Equinox) or Instrument Panel Center Compartment Replacement (Terrain) in SI.



4. Remove the radio control assembly (1). Refer to Radio Control Assembly Replacement in SI.



Note: Some repairs can be made by applying loop tape only where insufficient clearance was observed.

5. Apply loop tape (the soft side of hook and loop tape) to the area(s) shown as determined by one of the following:

- The visual inspection that was performed to identify the area(s) of contact.
- The area(s) indicated by the arrows as needed.
- Replace the radio control assembly. Refer to Radio Control Assembly Replacement in SI.

Note: This step is for vehicles equipped with the instrument panel upper center trim panel.

- Replace the instrument panel upper center trim panel. Refer to Instrument Panel Upper Center Trim Panel Replacement (Equinox) or Instrument Panel Upper Center Trim Panel Replacement (Terrain) in SI.

Note: This step is for vehicles equipped with the instrument panel center compartment.

- Replace the instrument panel center compartment. Refer to Instrument Panel Center Compartment Replacement (Equinox) or Instrument Panel Center Compartment Replacement (Terrain) in SI.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

[Warranty Information](#)

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R9779*	Apply Loop Tape to Radio	0.3 hr

*This is a unique labor operation for PI use only. It will not be published in the Labor Time Guide.

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