



AAA CENTER FOR DRIVING SAFETY & TECHNOLOGY



2017 CHEVROLET TRAVERSE 1LT



INFOTAINMENT SYSTEM* DEMAND RATING

High Demand



The 2017 Chevrolet Traverse 1LT's MyLink® infotainment system generated high demand in the study. The Chevrolet Traverse's system did not offer much functionality. The touch-sensitive screen buttons and cumbersome voice command system led to high demand for drivers.

Standard and Optional Features in the 2017 Chevrolet Traverse

○ Optional

● Standard

	Base LS	LS	1LT	2LT	Premier
Android Auto					
Apple CarPlay					
Mobile App Support				●	●
Text Messaging					
Navigation				○	●
Touch Screen	●	●	●	●	●
Gesture Control					
Heads-Up Display					
Voice Commands	●	●	●	●	●
Console Control					

ABOUT THE STUDY

Researchers evaluated 30 new 2017 vehicles' infotainment systems* to measure overall demand** placed on a driver when using voice command, touch screen and other interactive technologies to make a call, send a text message, tune the radio or program navigation, all while driving down the road.

STRENGTHS

- Voice commands to place calls are intuitive.
- Voice detection system for voice commands is accurate.

WEAKNESSES

- Touch-sensitive buttons are flush with the edge of the screen, making them difficult to press.
- An unusual process that is required to call contacts stored in the phonebook causes very high levels of cognitive (mental) demand.

* Infotainment System: Vehicle system that combines entertainment and information content

**Overall demand measured: visual (eyes-off road), cognitive (mental), and time-on-task

VEHICLE OVERVIEW: CONTROLS AND DISPLAYS



VOICE COMMANDS



STEERING WHEEL COMMANDS



INSTRUMENT CLUSTER



CENTER STACK

INFOTAINMENT SYSTEM

The MyLink® Infotainment System offers the following features:

CALLING AND DIALING



To pair a phone, drivers must use voice commands when the vehicle is in park. Once paired, drivers can dial numbers and place phone calls only through voice commands. The system does not lock out any phone functions while the vehicle is in motion. To add contacts to the phonebook, a driver must first record a voice tag (“John Smith”) for each contact. The system does not automatically load the phonebook from a connected phone, and drivers must enter each contact individually through this system to enable voice commands for calling contacts.

Using voice commands for calling and dialing placed moderate demand on a driver. While interactions are short, visual (eyes-off-road) and cognitive (mental) demand to complete the tasks were, respectively, high and very high. When selecting contacts from the phonebook, the unconventional design of the voice system keeps driver attention away from the forward roadway. The voice system accepts and tends to accurately interpret standard commands, such as “call” and “dial,” but commands must be in a very specific format (i.e., requiring a first and last name for a contact).

Overall, while interactions with the system were quick, the Chevrolet Traverse’s calling and dialing capabilities would benefit from using a more conventional system to store and call phone contacts, like those observed on other Chevrolet vehicles.

AUDIO ENTERTAINMENT



Audio entertainment is accessible via touch screen, center stack buttons or steering wheel controls. The audio entertainment system includes: AM, FM and satellite radio; CD; Bluetooth; and USB audio input. Audio entertainment functions can only be accessed using the center stack. Voice command is not an option.

On-road data showed audio entertainment functions in the Chevrolet Traverse produced very high levels of overall demand among drivers. Although interactions were quick, drivers were met with very high visual (eyes-off-road) and cognitive (mental) demand when interacting with the audio entertainment system. While the layout of the menu was simple, presets were not separated by AM or FM, which may cause confusion when searching for a particular station. The touch screen buttons sometimes did not respond when pressed. This, combined with small buttons along the edges of the display, may make it more difficult for users to select music quickly and accurately.

VEHICLE CONTROLS AND DISPLAYS

VOICE COMMANDS



Using the designated voice command activation button on the steering wheel, drivers can pair a phone and place phone calls using voice commands.

INSTRUMENT CLUSTER



The instrument cluster positioned behind the steering wheel has a 3.5-inch LCD display, surrounded by analog gauges and dials for speed and rpm. In between the gauges, the instrument cluster houses a digital display showing trip details and the gear shifter status.

STEERING WHEEL CONTROLS



The steering wheel has 11 dedicated buttons, giving drivers quick access to cruise control, voice commands for calling and dialing, and audio entertainment.

CENTER STACK



The center stack features a 6.5-inch touch-screen display surrounded by three touch-sensitive buttons, to aid in audio selection and touch-screen control. The center stack gives access to audio entertainment, vehicle settings and some system applications. There are additional touch-sensitive buttons below the touch screen to control features on the instrument cluster.

A set of physical buttons and three dials in the center console lets drivers easily control the climate inside the vehicle.

VEHICLE SALES SUMMARY

The 2017 Chevrolet Traverse is the 42nd best-selling vehicle in U.S. market, with 116,701 vehicles sold in 2016.

¹Source: Automotive News at [goodcarbadcar.net](http://www.goodcarbadcar.net); <http://www.goodcarbadcar.net/2017/01/usa-2016-vehicle-sales-by-model-manufacturer-brand.html> – data updated to 01/06/2017