



Service Bulletin

PRELIMINARY INFORMATION

Subject: HVAC "Sync" Function May Not Retain Selection After Key Cycle

Models: 2014 Chevrolet Silverado 1500 Light Duty
2014 GMC Sierra 1500 Light Duty
Equipped with Automatic HVAC (RPO CJ2)
Built Prior to June 10, 2013

Condition/Concern

Some customers may comment that the HVAC "SYNC" function that synchronizes the passenger's side temperature to the driver's will not retain over a key cycle.

The base factory defaults in the personalization settings may not have been completely set up during initialization.

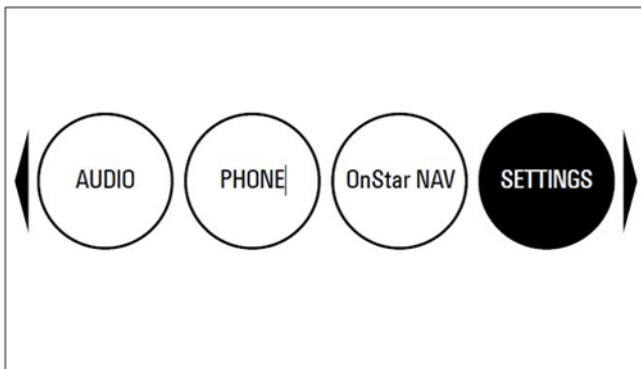
Recommendation/Instructions

Using the vehicle's personalization settings menu, restore the vehicle settings as outlined in the procedures below.

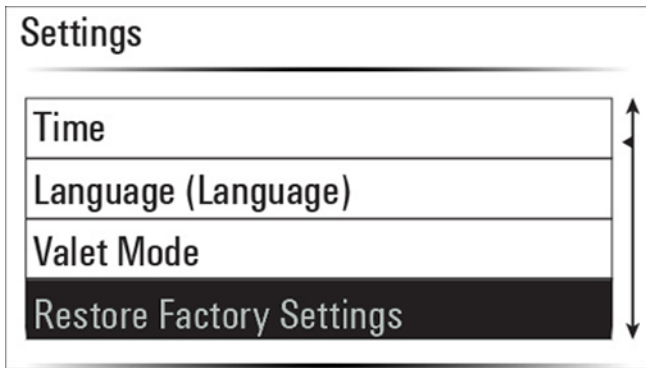
Use the Customer Preset Form to note any personal settings to be restored after reset.

Base Radio

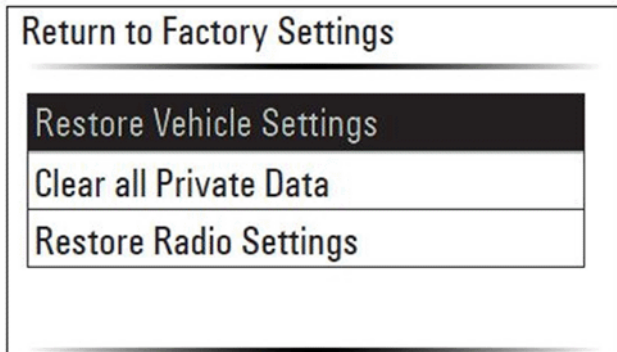
1. Press the HOME button on the faceplate.



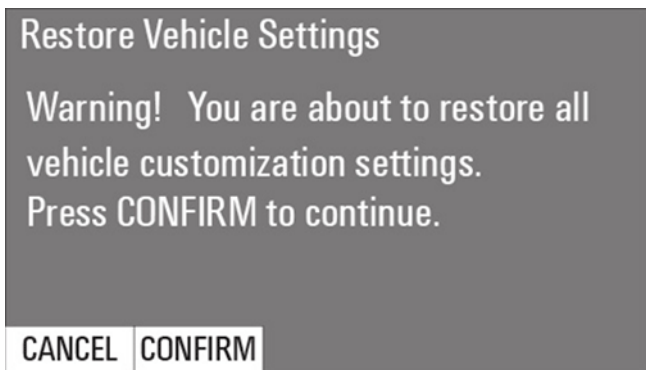
2. Select the settings icon using the menu knob and press to select.



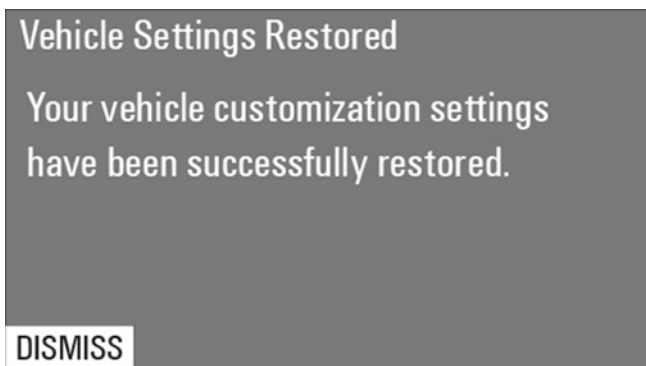
3. Scroll down the list and select "Return to Factory Settings."



4. Select Restore Vehicle Settings from the menu.



5. Press the Confirm button to restore the settings.



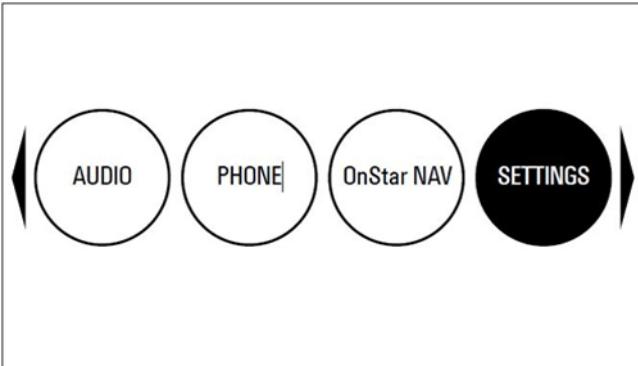
6. Press the Dismiss button to return to Return to Factory Settings menu.

Return to Factory Settings

Restore Vehicle Settings

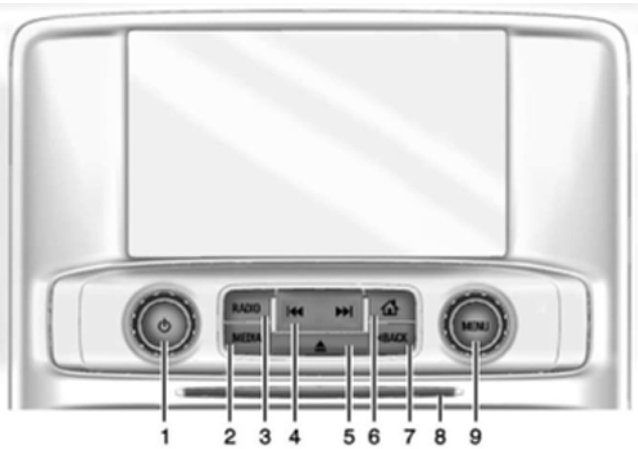
Clear all Private Data

Restore Radio Settings



7. Press the HOME button on the faceplate from this screen.

Uplevel Radio



1. Press the HOME button on the faceplate (9).



2. Press the Settings icon on the screen.



3. Scroll down and select "Return to Factory Settings."



4. Select Restore Vehicle Settings from the menu.



5. Press the Restore button.



6. Press OK button to return to Return to Factory Settings menu.



7. Press the HOME button on the faceplate from this screen.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2880058*	Perform Vehicle Settings Reset	0.4 hr

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

Customer Preset Form		Date:
<p>This form is intended to capture a customer's information prior to the Software Update or reset. Please take the time prior to performing the update to capture customer's settings. This form will then be utilized to repopulate the information/settings prior to re-delivery of the vehicle to the customer.</p> <p>Please Note: The customer information captured on this form may only be used for purposes of restoring the customer's prior settings. Please ensure this form is appropriately secured so that only authorized personnel can access the customer information, and after the customer's prior settings have been restored, this form is disposed of in accordance with applicable law.</p>		
Customer Information	First:	Last:
Vehicle Information	Model:	VIN:

Home Page (Page 1) List of Name(s) of the icons as they appear on the screen prior to update			

Home Page (Page 2) List of Name(s) of the icons as they appear on the screen prior to update			

App Tray: List Name(s) and location of icons as they appear before the update				

After a software update or reset, all settings will revert back to the factory setting. All settings underlined are the factory settings. If the customer's selection is equal to the factory setting, it is not necessary to reset that setting after the update.

Settings Selections:		
Time & Date (Select One):		
Set Time -> Auto Set:	<u>Cell Network</u> or Manually	
Clock Display:	<u>On</u> Off	
Language (Select One):	<u>English (US)</u> Spanish French (Canadian)	
Radio:		
Manage Favorites:	Description: (Name on Screen)	Description: (Name on Screen)
	1.	21.
	2.	22.
	3.	23.
	4.	24.
	5.	25.
	6.	26.
	7.	27.
	8.	28.
	9.	29.
	10.	30.
	11.	31.

12.	32.
13.	33.
14.	34.
15.	35.
16.	36.
17.	37.
18.	38.
19.	39.
20.	40.

Number of Favorites Shown:	<u>Auto</u> Record Number _____
Auto Volume (if equipped):	Off Low Med- Low <u>Med</u> Med- High High
Bose AudioPilot (if equipped)	<u>On</u> Off
Maximum Start Up Volume:	Record Number _____

Vehicle Settings: (Circle Matching Setting from the Right)	
Climate and Air Quality:	
Auto Fan Max Speed	Low <u>Med</u> High
Air Quality Sensor (if equipped)	Off <u>Low Sensitivity</u> High Sensitivity
Auto Defog	<u>On</u> Off
Auto Rear Defog	On Off
Collision/Detection System:	
Alert Type	Beeps <u>Safety Alert Seat</u>
Auto Collision Preparation (if equipped)	Off Alert and Brake <u>Alert</u>
Go Notifier (if equipped)	<u>On</u> Off
Side Blind Zone Alert	<u>On</u> Off
Comfort & Convenience:	
Auto Memory Recall	<u>Off</u> On-Driver Door Open On-At Ignition On

Easy Exit Options	On <u>Off</u>
Chime Volume	Record Number: _____
Reverse Tilt Mirror	<u>Off</u> On-Driver and Passenger On-Driver On-Passenger
Lighting:	
Vehicle Locator Lights	<u>On</u> Off
Exit Lighting	Off <u>30 Sec</u> 60 Sec 120 Sec
Power Door Locks:	
Unlocked Door Anti-Lockout	On <u>Off</u>
Auto Door Unlock	Off <u>All Doors</u> Driver Door
Delayed Door Lock	On <u>Off</u>
Remote Lock, Unlock, Start:	
Remote Unlock Light Feedback	Off <u>Flash Lights</u>
Remote Lock Feedback	Off <u>Lights & Horn</u> Lights Only Horn Only
Remote Start Auto-Cool Seats (if equipped)	<u>On</u> Off
Remote Start Auto-Heat Seats	<u>On</u> Off
Passive Door Unlock	All Doors <u>Driver Door</u>
Passive Door Lock	<u>Off</u> On With Horn Chirp On
Remote Left in Vehicle Alert	<u>On</u> Off
Bluetooth	
Vehicle Settings should be reset with Customer (redelivery opportunity)	
Voice:	
Prompt Length	Short Long
Audio Feedback Speed	Slow <u>Medium</u> Fast
Display:	
Mode	<u>Auto</u> Day Night
Proximity Sensing	<u>On</u> Off

Rear Camera:	
Guidance Lines	<u>On</u> Off
Rear Cross Traffic Alert (if equipped)	<u>On</u> Off
Rear Park Assist Symbols	<u>On</u> Off

Navigation (Menu):	
Navigation Voice Preferences:	
Voice Prompts	On Off
Voice Volume	Record Voice Volume Number _____
Prompts during Calls	<u>On</u> Off
Traffic:	
Show Flow on Map	On Off
Show Icons on Map	On Off
Traffic Routing Preferences	Avoid Slow Auto Avoid Ask Me Before
Traffic Types:	
Check the appropriate lines.	<input type="checkbox"/> Traffic Delays <input type="checkbox"/> Road Construction <input type="checkbox"/> Road Close <input type="checkbox"/> Advisory
Map View:	
Check the appropriate line	<input type="checkbox"/> 3D View <input type="checkbox"/> Heading Up View <input type="checkbox"/> North Up View
Audio Information	On <u>Off</u>
Routing Preference:	
Route Style	<u>Fast</u> Eco Friendly Short
Use Toll Roads	On Off
Use Freeways	On Off
Use Carpool Lanes	On Off

Avoid Slow Traffic	On Off
Use Ferries	On Off
Use Tunnels	On Off
Use Time Restricted Roads	On Off
Display "Places of Interest" Icons	On <u>Off</u>
If "Places of Interest" are on please check appropriate lines>	<input type="checkbox"/> Fuel and Auto <input type="checkbox"/> Food and Nightlife <input type="checkbox"/> Travel and Lodging <input type="checkbox"/> Shopping and Services <input type="checkbox"/> Banking and Financial <input type="checkbox"/> Community and Emergency <input type="checkbox"/> Sports and Entertainment <input type="checkbox"/> Tourist and Cultural <input type="checkbox"/> Other Businesses <input type="checkbox"/> Safety Cameras

Special Note:

This form is not intended to be all encompassing; Dealership personnel will help reset the following items when the vehicle is re-delivered to the customer:

- Memory Seat Settings
- Individual Remote/Key Fob settings
- Mirror Pre-sets
- Repair Blue-tooth devices (Note: When re-pairing the phone for the customer, the previously paired device must be removed from the phone)

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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