



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent Radio Resets, Volume Control Inoperative, HVAC Control Function Not Displayed, XM Not Showing Station List, Seek Buttons Not Functioning, CarPlay Map Too Bright, Front Pedestrian Icon Disappears, Infotainment Over temp Message, Momentary Blue Screen When Shifting into Reverse, XM Not Displaying Station List

Models: 2016 Buick LaCrosse, Regal
2016 Cadillac ATS, ATS-V, CTS, CTS-V, ELR, Escalade models, XTS
2016 Chevrolet Camaro, Colorado, Corvette, Impala, Malibu, Silverado, Suburban, Tahoe, Volt
2016 GMC Canyon, Sierra, Yukon models
Equipped with RPO code IO5 or IO6

Condition/Concern

Some customers may comment on the following concerns that are corrected with an extended key cycle

- Random Infotainment system resets while driving, screen temporarily goes blank and then returns after approximately 5 seconds
- The radio volume knob (non Cadillac) or slider bar (Cadillac) will not function
- The HVAC controls function but will not show changes on the display
- Seek buttons on the front controls will not function
- When using CarPlay the Map is intermittently bright at night
- Front Pedestrian Icon "Check Box" disappears after changing selection
- Overtemp Pop-up displayed randomly
- Displays a quick blue screen when shifting to reverse
- Infotainment system resets when a device with a large amount of songs is connected
- XM not showing Station List
- Radio shows XM Station ID 0 intermittently

Recommendation/Instructions

General Motors is working on a solution for this concern, please do not replace any parts or make any repairs. Once a solution is available, this PI will be updated with additional details

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details

- allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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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