



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** HVAC Pop-Up On Radio Display Blank Intermittently

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2017	2017	All	All	All	All
Cadillac	XT5	2017	2017	All	All	All	All
Chevrolet	Camaro, Cruze, Impala	2017	2017	All	All	All	All
GMC	Acadia	2017	2017	All	All	All	All

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Additional RPO/s:</b>	IO5, IO6
<b>Condition</b>	Some customers may comment the HVAC pop-up on the radio display is blank when adjusting HVAC settings. The blank HVAC pop-up concern is intermittent and can last for that ignition cycle. HVAC functions still operate correctly and the indicators on the HVAC controls update to show correct fan speed, mode, and temperature settings.
<b>Cause</b>	Radio software

### Correction

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.

<b>Version</b>	1
<b>Modified</b>	

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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