



Service Bulletin

PRELIMINARY INFORMATION

Subject: Unable To Enter Certain Addresses Using The Touch Screen

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse, Regal	2016	2017	All	All	All	All
Cadillac	ATS models, CT6, CTS models, Escalade models, SRX, XTS, XT5	2016	2017	All	All	All	All
Chevrolet	Camaro, Colorado, Corvette, Cruze, Impala, Malibu, Silverado, Suburban, Tahoe, Volt	2016	2017	All	All	All	All
GMC	Acadia, Canyon, Sierra, Yukon models	2016	2017	All	All	All	All

Involved Region or Country	North America
Additional RPO/s:	IO6
Condition	Customers may comment they are unable to enter addresses that contain diacritics using the touch screen. The same addresses work using voice entry or Onstar Destination Download.
Cause	HMI 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.

Warranty Information

Labor Operation	Description	Labor Time
3480478*	Evaluate For Unable To Enter Address Using Touch Screen	0.2 hr
	*This is a unique Labor Operation for Bulletin use only.	

Version	1
Modified	

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION