



Service Bulletin

PRELIMINARY INFORMATION

Subject: HVAC Pop-Up On Radio Display Blank Intermittently or Various Vehicle Personalization Selections Missing From The Radio Settings Menu That Reappear After Ignition Cycle

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

Involved Region or Country	North America and N.A. Export Regions
Additional RPO/s:	IO5, IO6
Condition	Some customers may comment that, when selecting HVAC control settings, the HVAC responds correctly but the selections are not displayed on the radio (HVAC pop-up is blank). Customers may also comment that various Climate and Air Quality, Collision/Detection Systems, Comfort and Convenience, and Lighting selections are intermittently missing from the radio Settings menu. Either concern will last for an entire ignition cycle and will require a 5 minute ignition cycle for operation to return.

Cause	Radio software
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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
3480468*	Evaluate for Blank HVAC Display Or Vehicle Selections Missing From Menu Per PIC6218	0.2 hr.
	* This is a unique labor operation for bulletin use only.	

Version	2
Modified	11/7/2016 to add models and additional symptoms of Settings missing for key cycle intermittently

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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