



# Preliminary Information

PIC6218B Various Vehicle Personalization Selections Missing From The Radio Settings Menu That Reappear After Ignition Cycle

## Proactive

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Encore	2017	All	All	All	All
Buick	Envision	2017	All	All	All	All
Buick	LaCrosse	2017	All	All	All	All
Cadillac	ATS	2017	All	All	All	All
Cadillac	CT6	2017	All	All	All	All
Cadillac	CTS	2017	All	All	All	All
Cadillac	Escalade Models	2017	All	All	All	All
Cadillac	XT5	2017	All	All	All	All
Cadillac	XTS	2017	All	All	All	All
Chevrolet	Camaro	2016 - 2017	All	All	All	All
Chevrolet	Colorado	2017	All	All	All	All
Chevrolet	Corvette	2017	All	All	All	All
Chevrolet	Cruze	2017	All	All	All	All
Chevrolet	Impala	2017	All	All	All	All
Chevrolet	Malibu	2017	All	All	All	All
Chevrolet	Silverado	2017	All	All	All	All
Chevrolet	Suburban	2017	All	All	All	All
Chevrolet	Volt	2017	All	All	All	All
GMC	Acadia	2017	All	All	All	All
GMC	Canyon	2017	All	All	All	All
GMC	Sierra	2017	All	All	All	All
GMC	Yukon Models	2017	All	All	All	All
Involved Region or Country	North America and N.A. Export Regions					
Additional Options (RPO)	IO5, IO6					
Condition	<p>Customers may comment that various Personalization options for Climate and Air Quality, Collision/Detection Systems, Comfort and Convenience, and Lighting selections are intermittently missing from the radio Settings menu that return with an ignition cycle. Examples- Auto Memory Recall, Easy Exit Features, Reverse Tilt Mirror, Auto Fold Mirror, Safety Alert Seat may not appear if equipped. Camaro only- unable to change settings of Ambient lighting and Link to Drive Mode.</p> <p>Some customers may also 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).</p> <p>Either concern will last for an entire ignition cycle and will require a 5 minute ignition cycle for operation to return.</p>					
Cause	Radio software					

Good: All Menus shown



Bad: Some Menus missing



Example when changing HVAC settings the HVAC function works but radio HVAC pop-up is blank



**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.		

**Additional SI Keywords**

memory, seat, lighting, Exit,

**Version History**

Version	3
Modified	11/7/2016 to add models and additional symptoms of Settings missing for key cycle intermittently
	2/23/2017 To change title and add pictures for clarification, also added 2016 Camaro



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