



Preliminary Information

PIC6315A Personalization Selections Intermittently Missing from Comfort and Convenience Menu

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Enclave	2018	All	All	All	All
Buick	Encore	2017 - 2018	All	All	All	All
Buick	Envision	2017 - 2018	All	All	All	All
Buick	Lacrosse	2017 - 2018	All	All	All	All
Cadillac	ATS	2017	All	All	All	All
Cadillac	CT6	2017 - 2018	All	All	All	All
Cadillac	CTS	2017	All	All	All	All
Cadillac	Escalade	2017 - 2018	All	All	All	All
Cadillac	Escalade ESV	2017 - 2017	All	All	All	All
Cadillac	XT5	2017 - 2018	All	All	All	All
Cadillac	XTS	2017	All	All	All	All
Chevrolet	Camaro	2016 - 2018	All	All	All	All
Chevrolet	Colorado	2017 - 2018	All	All	All	All
Chevrolet	Corvette	2017 - 2018	All	All	All	All
Chevrolet	Cruze	2017 - 2018	All	All	All	All
Chevrolet	Equinox	2018	All	All	All	All
Chevrolet	Impala	2017 - 2018	All	All	All	All
Chevrolet	Malibu	2017 - 2018	All	All	All	All
Chevrolet	Silverado	2017 - 2018	All	All	All	All
Chevrolet	Suburban	2017 - 2018	All	All	All	All
Chevrolet	Tahoe	2017 - 2018	All	All	All	All
Chevrolet	Traverse	2018	All	All	All	All
Chevrolet	Volt	2017 - 2018	All	All	All	All
GMC	Acadia	2017 - 2018	All	All	All	All
GMC	Canyon	2017 - 2018	All	All	All	All
GMC	Sierra	2017 - 2018	All	All	All	All
GMC	Yukon	2017 - 2018	All	All	All	All

Involved Region or Country:	North America
Additional RPO/s:	With Infotainment System RPO IO5 or IO6
Condition:	Some customers may comment that when they enter Radio Settings on the infotainment display, some of the personalization selections within the Comfort and Convenience menu are missing at times. The following personalization selections may be missing at times as a result of this: Auto Memory Recall, Easy Exit Features, Reverse Tilt Mirror, Auto Fold Mirror, and Safety Alert Seat. Typically, the concern will start happening as soon as the vehicle is started and it will last for an entire ignition cycle. However, if the ignition is turned off briefly and back on again before the radio/tuner has a chance to go to sleep, the selections will typically reappear again.
Cause:	This is a result of a timing issue between the Memory Seat Module and the Radio/Tuner upon key up.

Correction:

If this concern is encountered, perform several short and long key cycles to determine how often the selections are missing. Also check for DTCs with GDS2.

If personalization selections are intermittently/randomly missing from the Comfort and Convenience menu, do not replace any parts at this time as engineering is currently evaluating this concern. If a solution is developed, a bulletin will be released/updated with repair instructions.

Note: If personalization selections are ALWAYS missing within the Comfort and Convenience menu, never reappear over several short and long key cycles, and/or there are related DTCs stored, this PI does not apply so normal diagnosis should be followed to repair the vehicle as necessary.

Note: If personalization selections are not missing from the Comfort and Convenience menu but they are missing from other menus such as the Climate and Air Quality, Collision/Detection Systems, and Lighting menus, refer to bulletin [17-NA-186](#).

Note: Memory seat adjustments may not be available upon delivery or after service so memory locations will need to be stored if they have never

been set when new, following a battery disconnect, or following Memory Seat Module replacement/programming.

Warranty Information

Labor Operation:	Description:	Labor Time:
3480668	Evaluate Comfort and Convenience Menu for Intermittent Operation	.3 hr

Version History

Version	2
Modified	11/20/2017 Updated Note in Correction Section



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