



Preliminary Information

PIC6235A Unable To Enter Certain Addresses Using The Touch Screen

Proactive

Models

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

| | |
|----------------------------|--|
| Involved Region or Country | North America |
| Additional Options (RPO) | 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 |

| Labor Operation | *This is a unique Labor Operation for Bulletin use only. Description | Labor Time |
|-----------------|---|------------|
|-----------------|---|------------|

Version History

| | |
|----------|----------------------------------|
| Version | 2 |
| Modified | 11/28/2017 to update model years |



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