Preliminary Information

PIC6287A Radio Intermittently Starts At Home Screen Unwanted

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	2016	All	All	All	All
Cadillac	CT6	2016	All	All	All	All
Cadillac	CTS	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
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	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)	IO5, IO6
Condition	A Customer may comment that intermittently the radio does not retain the previous screen and will go to the Home/Icon screen when the vehicle is restarted.
Cause	This concern is caused by a software anomaly in the Human Machine Interface Control module.

Correction:
If this concern is reported, check for DTCs.

If no DTCs are present and this is the only concern reported, no repairs or module programming should be performed as engineering is currently evaluating this concern.

If a solution is developed, a bulletin will be released with additional details.

Warranty Information

Labor Operation	Description	Labor Time
3480708	Check for DTCs and Intermittently Starting at Home Screen	.3

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is currently evaluating this concern.   This PI will be updated with additional details as they become available.

Version History

Version	2
Modified	Created on 6/15/17 12/15/17 - to modify model list and labor op