



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-337

Date: October, 2017

INFORMATION

Subject: All or Some Options May Be Missing from Driver Information Center (DIC) “Info Pages” Menu Due to Them Not Being Selected

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore, LaCrosse, Regal	2016	2018				
	Enclave	2018	2018				
Cadillac	ATS, CT6, CTS	2016	2018				
	ELR	2016	2017				
	Escalade Models	2016	2018				
	XTS	2016	2018				
	XT5	2017	2018				
Chevrolet	Camaro, Corvette, Cruze, Impala, Malibu, Volt	2016	2018				
	Colorado, Silverado, Suburban, Tahoe						
	Equinox	2018	2018				
	Traverse						
GMC	Canyon	2016	2018				
	Sierra, Yukon Models						
	Acadia	2017	2018				

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with up-level infotainment system (RPOs IO5, IO6 or UY4)

<p>Condition</p>	<div style="text-align: center;">  <p>4882591</p> </div> <div style="text-align: center;">  <p>4882604</p> </div> <p>Some customers may comment that with the “Info” option selected from the main menu (1), the “Info Pages” are blank (2) when scrolling up and down. If information is present when scrolling up and down, they may also comment that certain items are missing when compared to other like vehicles.</p>
<p>Cause</p>	<p>This condition may be caused when all/some of the options not being selected in the “active info pages” menu.</p>
<p>Correction</p>	<p>If this concern is encountered, determine if all/any of the selections in the “active info pages” menu are not selected. To do this, follow the steps listed below.</p>

Service Procedure



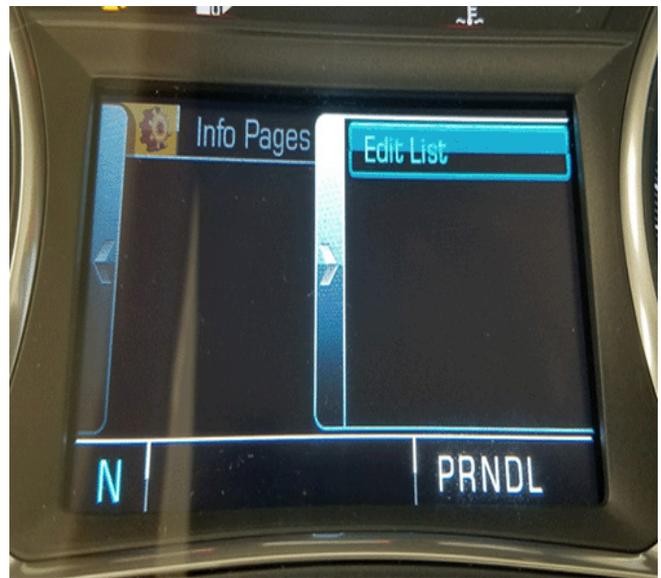
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1. From the Main Menu; Select "Options."



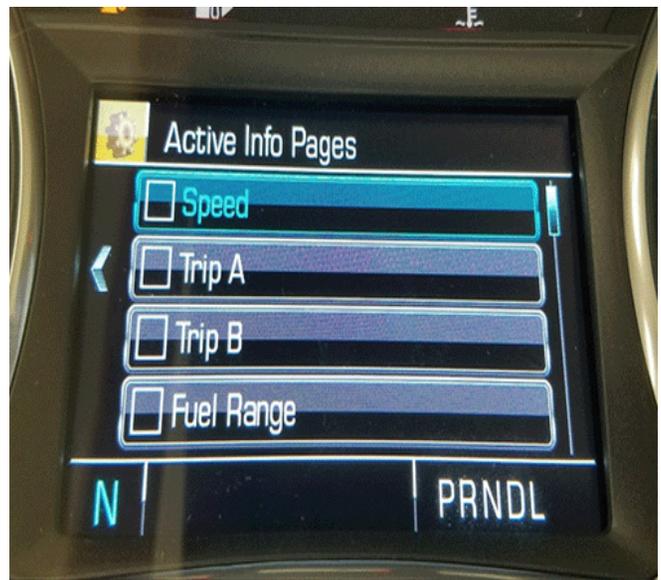
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2. Then scroll Up or down until "Info Pages" Page appears on the screen.



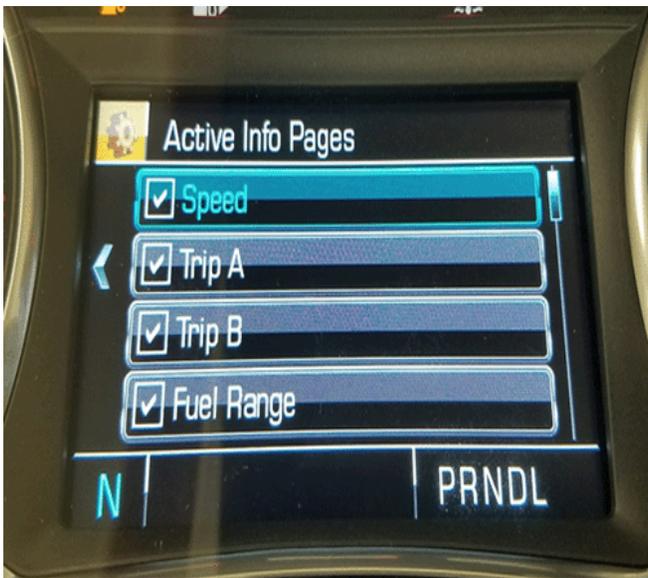
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3. Click on the Right button to get to the "Edit List" option.



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4. "Active Info Pages" Page will appear and the list of all pages that can be activated.



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5. Scroll Up and Down through the pages to check which ones are active and which ones aren't.
6. After activating the checkbox in front of the Info Pages that are desired to be active, go back to the Main Menu, under "Info", and scroll Up and Down to make sure they appear.

Version	1
Modified	Released October 23, 2017