



Preliminary Information

PIC6296 Diagnostic Tip: Loss of HMI Communication While Viewing HMI Data List with GDS2 Scan Tool

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Encore	2016 - 2018	All	All	All	All
Buick	Envision	2016 - 2018	All	All	All	All
Buick	LaCrosse	2016 - 2018	All	All	All	All
Buick	Regal	2016 - 2018	All	All	All	All
Cadillac	ATS	2016 - 2017	All	All	All	All
Cadillac	CT6	2016 - 2018	All	All	All	All
Cadillac	CTS	2016 - 2017	All	All	All	All
Cadillac	ELR	2016 - 2017	All	All	All	All
Cadillac	Escalade	2016 - 2018	All	All	All	All
Cadillac	XTS	2016 - 2017	All	All	All	All
Cadillac	XT5	2017 - 2018	All	All	All	All
Chevrolet	Camaro	2016 - 2018	All	All	All	All
Chevrolet	Colorado	2016 - 2018	All	All	All	All
Chevrolet	Corvette	2016 - 2018	All	All	All	All
Chevrolet	Equinox	2018	All	All	All	All
Chevrolet	Impala	2016 - 2018	All	All	All	All
Chevrolet	Malibu	2016 - 2018	All	All	All	All
Chevrolet	Silverado	2016 - 2018	All	All	All	All
Chevrolet	Suburban	2016 - 2018	All	All	All	All
Chevrolet	Tahoe	2016 - 2018	All	All	All	All
GMC	Canyon	2016 - 2018	All	All	All	All
GMC	Sierra	2016 - 2018	All	All	All	All
GMC	Acadia	2017 - 2018	All	All	All	All

Involved Region or Country	North America
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Additional Options (RPO)	IO5, IO6, RAO, or UY4
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Condition	<p>Some technicians have reported the following concern when servicing/diagnosing the HMI module, which may lead to misdiagnosis and unnecessary HMI replacement.</p> <p>On some vehicle and HMI module combinations, viewing the GDS2 HMI data list for as little as 5-60 seconds may induce a temporary loss of HMI communication with the GDS2 scan tool. This has been reported to happen on "known good" vehicles that have no concerns as well as vehicles that have unrelated customer complaints, which may lead to misdiagnosis and/or unnecessary replacement of the HMI module. If this occurs, GDS2 and HMI communication can sometimes be re-established by simply clicking OK when the "No HMI Communication" screen is displayed in GDS2 while in other cases, it may be necessary to remove the HMI fuse for a few seconds and install the fuse again to re-establish HMI communication. If this is the cause of your HMI communication loss, no related codes or concerns will be encountered as a result of this and you will be able to temporarily view the HMI data list again (less than 1 minute) before this cycle starts again.</p> <p>It has also been reported that if a technician encounters this loss of communication with GDS2 and goes directly into TIS2web to program the HMI module without restoring communication with the HMI module by power cycling it (cycling the fuse for a few seconds, cancelling RAP, etc.) they may also experience programming concerns such as an E-4491 SPS error code. However, if this occurs it should not damage the HMI module and you should be able to continue with programming by power cycling the HMI module (cycling the fuse for a few seconds, cancelling RAP, etc.) and immediately entering TIS2web.</p>
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Cause	This is due to a HMI software issue that causes the HMI to leave diagnostic/service mode and return to normal operation before it should.
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Correction:

Do not replace the HMI module or any other parts if this concern is encounter. The HMI and GDS2 interaction concern above has been reported to engineering for root cause and correction. In the meantime, power cycling of the HMI fuse as described above should restore communication if this is encountered and communication should remain unless some other issue exists that requires further diagnosis and repair or if the technician goes back into the GDS2 HMI module data list again and starts the cycle again.

Version History

Version	1
Modified	



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