



# Preliminary Information

PIC6271 Various Intermittent Radio Concerns Corrected With Ignition Cycle Including System Freeze, Black Screen, SXM Tuner Initializing, Climate Off displayed, No Audio Until Source Changed

## Proactive

## Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CTS	2017	All	All	All	All
Involved Region or Country	North America					
Additional Options (RPO)	IOS, IOT					
Condition	<p>Customers may comment about any of the following intermittent concerns that can be corrected with an ignition cycle or by changing audio source;</p> <ul style="list-style-type: none"> <li>• <b>System Freeze:</b> The system does not respond when the customer presses anything on the screen or the radio controls below the screen, although the screen appears normal</li> <li>• <b>ICS Blank Screen:</b> Screen goes black and all of the lights behind the buttons go out</li> <li>• <b>SXM Tuner Initializing:</b> Upon starting vehicle and tuning to SXM radio, the audio app will display "SXM Tuner Initializing" and no audio will be heard</li> <li>• <b>"Climate Off" displayed:</b> The "Climate Off" message is displayed on the ICS when the HVAC system is currently on and operational. The HVAC climate controls are still adjustable using the faceplate buttons when vehicle is in this condition</li> <li>• <b>No Audio until source changed:</b> When starting vehicle customers may have no audio until they change the audio source</li> </ul>					
Cause	Radio 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.

## Warranty Information

Labor Operation	Description	Labor Time
3480498*	Evaluate for ICS Blank Screen, SXM Tuner Initializing, Climate Off, or No Audio Until Source Changed	0.2 hr
*This is a unique Labor Operation for Bulletin use only.		

## Version History

Version	1
Modified	

