



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-186

Date: November, 2017

TECHNICAL

Subject: HVAC Pop-Up is Blank and/or Personalization Selections within Climate and Air Quality, Collision/Detection Systems, or Lighting Menus are Missing at Times

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

Involved Region or Country	North America and N.A. Export Regions
Additional RPO/s:	IO5, IO6
Condition	<p>Some customers may comment that when they enter Radio Settings on the infotainment display, any of the personalization selections within the Climate and Air Quality, Collision/Detection Systems, and Lighting menus are missing at times. Typically, the concern will start happening as soon as the vehicle is started and it will last for an entire ignition cycle if it is going to occur. However, if the ignition is turned off briefly and back on again before the radio/tuner has a chance to go to sleep, the selections will typically reappear again.</p> <p>Some customers may also comment that, when selecting HVAC control settings, the HVAC responds correctly but the selections are not displayed on the radio (HVAC pop-up is blank).</p> <p>For the Camaro ONLY, the customer may also be unable to change settings of Ambient Lighting and Link to Drive Mode.</p> <p>If any of the personalization selections within the Comfort and Convenience menu are missing at times, this bulletin does not apply. For those concerns, follow PIC6315 in SI.</p>
Cause	This condition may be caused by the radio tuner module.
Correction	<p>If this concern is experienced, replace the radio assembly.</p> <p>Note: If it is unknown what selections should be available within a particular menu, it is suggested to compare to the same model year and model vehicle that is equipped with the same infotainment system RPO to determine if any are missing at times.</p>

Service Procedure

Refer to *Radio Replacement* in SI.

Parts Information

Use the latest part number radio receiver listed in the electronic parts catalog for the VIN you are working on.

For 2016 Camaro **ONLY**: If more than one part number is listed with the VIN filter on, select the one that starts with 8427 as this part number contains improvements to address this concern.

For 2017 Impala and XT5 **ONLY**, if more than one part number is listed with the VIN filter on, select the one that starts with 8427 or 8429 or greater as these part numbers contain improvements to address this concern.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3420840	Radio Replacement	Use Published Labor Operation Time

Version	2
Modified	November 17, 2017 - Updated the Subject, Condition, Correction and added Parts Information.

