



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-382

Date: December, 2017

TECHNICAL

Subject: Radio Intermittently Starts at Home Screen Unwanted and Unable to Enter Certain Addresses Using Touch Screen

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

Involved Region or Country	North America and N.A Export Regions
Additional Options (RPOs)	Only with Infotainment System RPO IO5 or IO6
Condition	Some customers may comment on either of the following concerns: <ul style="list-style-type: none"> Intermittently the radio does not retain the previous settings and will go to the Home/Icon screen when the vehicle is restarted. Unable to use the infotainment touch screen to enter addresses that contain diacritics. However, the same addresses work fine when using voice entry or OnStar Destination.
Cause	This may be due to an internal HMI concern.
Correction	Replace HMI Module.

Service Procedure

If you encounter a vehicle with the above concern, replace the HMI Module. Refer to the HMI replacement procedure in SI for detailed replacement and programming instructions.

Parts Information

Use the latest part number in the electronic parts catalog with the VIN filter on in order to address this concern. HMI module part numbers starting with 8429 or greater include improvements to address these concerns. If more than one part number is listed with the VIN filter on, use the one that starts with 8429 or greater.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3421060	Human Machine Interface Control Module Replacement	Use Published Labor Operation Time

Version	1
Modified	Released November 28, 2017

