



# Service Bulletin

File in Section: -

Bulletin No.: 17-NA-186

Date: April, 2018

## 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        |      | All  | All | All     | All           |
| Buick     | Envision        |             |      |      |     |         |               |
| Buick     | LaCrosse        |             |      |      |     |         |               |
| Cadillac  | ATS             |             |      |      |     |         |               |
| Cadillac  | CT6             |             |      |      |     |         |               |
| Cadillac  | CTS             |             |      |      |     |         |               |
| Cadillac  | Escalade Models |             |      |      |     |         |               |
| Cadillac  | XT5             |             |      |      |     |         |               |
| Cadillac  | XTS             |             |      |      |     |         |               |
| Chevrolet | Camaro          | 2016        | 2017 |      |     |         |               |
| 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    |             |      |      |     |         |               |

|                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <b>Involved Region or Country</b> | North America and N.A. Export Regions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Additional RPO/s:</b>          | IO5, IO6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Condition</b>                  | <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 <b>ONLY</b>, 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> |
| <b>Cause</b>                      | This condition may be caused by the radio tuner module.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Correction</b>                 | <p>If this concern is experienced, replace the radio assembly.</p> <p><b>Note:</b> For Korean market <b>ONLY</b>, reprogram the radio. <b>DO NOT</b> replace the radio assembly for GMK models (Impala, Volt, Camaro, Cruze, Malibu) if this concern is experienced.</p> <p><b>Note:</b> 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 warranty, use:

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

|                 |                                                                                                                                                                                                                            |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Version</b>  | 3                                                                                                                                                                                                                          |
| <b>Modified</b> | <p>November 17, 2017 – Updated the Subject, Condition, Correction and added Parts Information.</p> <p>April 6, 2018 – Added a Note in the Correction section for the Korean market and changed the Warranty statement.</p> |