



Preliminary Information

PIT5615 HVAC Pop-up is Blank and/or Personalization Selections within Climate and Air Quality, Collision/Detection Systems, or Lighting Menus are Missing at Times

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	XT5	2017	All	All	All	All
Involved Region or Country	North America					
Additional Options (RPO)	N/A					
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 the HVAC responds correctly when selecting HVAC control settings but the selections are not displayed on the radio display (HVAC pop-up is blank).</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>					
Cause	This condition may be caused by an internal radio concern.					

Correction:

Please scan the vehicle for codes. If radio related codes are found please diagnose accordingly. If no codes are found please do not replace any parts at this time.

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, a Service Bulletin will be released with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Version History

Version	1
Modified	Created 05/08/2018

