



Preliminary Information

PIT5559A HVAC Pop Up on Infotainment Screen Blank, Displays Red Box, or Has Incomplete Information After Initial Start Up

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Equinox	2015 - 2017	All	All	All	All
GMC	Terrain	2015 - 2017	All	All	All	All

Involved Region or Country:	North America
Additional RPO/s:	UFU, UFU, UP9
Condition:	<p>On rare occasions, some customers may report that the HVAC Pop Up on the infotainment screen is blank, displays a red box, or contains incomplete information as shown in the example below. This will occur right after the vehicle is started and will last the entire ignition cycle. The concern will not be present on the next ignition cycle. Some customers may report that this happened after remote starting the engine. No DTCs will be stored as a result of this concern. The HVAC system can be controlled normally with the mechanical HVAC controls and will continue to function normally during the concern.</p> <p>If this concern is reported, perform several starting events with the ignition switch and RKE, and check for related DTCs. If other complaints are verified, this PI does not apply. If this concern exists or is reported but can't be verified, do not replace any parts as engineering is currently evaluating the concern. Please document all available details on the repair order describing the concern, frequency of concern, if it only occurs with RKE, if it only occurs when starting with the phone App, and when the customer first started experiencing the concern.</p>
Cause:	Engineering is currently evaluating 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:
3480508*	Check For Codes And Evaluate HVAC Display Operation	.3 HR.
* This is a unique labor operation for bulletin use only.		

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available.

Version History

Version	2
Modified	04/05/2017 - Created on 03/11/2019 - Updated to add UFU to the RPO list



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