



Service Bulletin

Bulletin No.: 17-NA-186

Date: March, 2019

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										
	Envision											
	LaCrosse											
Cadillac	ATS							2017				
	CT6											
	CTS											
	Escalade Models											
	XTS											
	XT5											
Chevrolet	Camaro	2016	2017	All	All	All	All					
	Colorado	2017										
	Corvette											
	Cruze											
	Impala											
	Malibu											
	Silverado											
	Suburban											
	Tahoe											
	Volt											
GMC	Acadia							2017				
	Canyon											
	Sierra											
	Yukon Models											

Involved Region or Country	North America and N.A. Export Regions
Additional RPO/s:	Equipped with Infotainment System RPOs IO5, IO6

Condition	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. 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). For the Camaro ONLY, the customer may also be unable to change settings of Ambient Lighting and Link to Drive Mode. 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.
Cause	This condition may be caused by the radio tuner module.
Correction	If this concern is experienced, replace the radio assembly. Note: For Korean market ONLY, reprogram the radio. DO NOT replace the radio assembly for GMK models (Impala, Volt, Camaro, Cruze, Malibu) if this concern is experienced. 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.

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 **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

Version	5
Modified	November 17, 2017 – Updated the Subject, Condition, Correction and added Parts Information. April 6, 2018 – Added a Note in the Correction section for the Korean market and changed the Warranty statement. May 03, 2018 – Removed the 2017 XT5 because the solutions outlined are not available for the 2017 XT5 because it has been found that the 8429XXXX replacement radio does not contain the fix for this issue. March 18, 2019 – Added the 2017 XT5.