



Service Bulletin

Bulletin No.: 17-NA-186

Date: February, 2020

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						
	CT6						
	CTS						
	Escalade Models						
	XTS						
	XT5						
Chevrolet	Camaro						
	Colorado						
	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	<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 ONLY, 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 Service Bulletin 18-NA-039 in SI.</p>
Cause	This condition may be caused by the radio tuner module.
Correction	<p>If this concern is experienced, replace the radio assembly.</p> <p>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.</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>

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	6
Modified	<p>November 17, 2017 – Updated the Subject, Condition, Correction and added Parts Information.</p> <p>April 06, 2018 – Added a Note in the Correction section for the Korean market and changed the Warranty statement.</p> <p>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.</p> <p>March 18, 2019 – Added the 2017 XT5.</p> <p>January 31, 2020 – Updated the Bulletin reference in the Condition.</p>

