



Preliminary Information

PIC6417 Forward Collision System Selection Intermittently Missing from Radio Vehicle Settings Collision / Detection Systems Menu

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Equinox	2020 - 2020	All	All	All	All
Chevrolet	Malibu	2020 - 2020	All	All	All	All
Chevrolet	Sonic	2020 - 2020	All	All	All	All
Chevrolet	Trax	2020 - 2020	All	All	All	All
GMC	Terrain	2020 - 2020	All	All	All	All
Holden	Equinox	2020 - 2020	All	All	All	All

Equipped with Infotainment system (IOR) and Forward Collision Alert (UEU)

Involved Region or Country	<i>Canada, United States, Korea, Israel, Middle East, Australia/New Zealand</i>
Additional Options (RPO)	Equipped with Infotainment system (IOR) and Forward Collision Alert (UEU)
Condition	Some customers may comment that the Forward Collision System is functional and that intermittently the Vehicle customization menu in Radio settings is missing the Forward Collision System selection under the Collision/Detection Systems menu. This condition can only occur at startup and the menu selection can be recovered after a two-minute radio sleep cycle. There are no DTCs related to this condition.
Cause	This condition may be caused by a software anomaly

Correction:

Note: this condition has no impact on Forward Collision system operation, it only applies to the presence of the menu selection that allows customization of how the feature responds. This PI does not apply to any other customer concerns of Forward Collision System operation.

Do NOT replace any parts for this missing menu selection condition.

1. Confirm the customer concern is only related to a missing radio menu selection for Forward Collision Alert.
2. Explain to the customer that GM is aware of this condition and working on a software improvement to be released later. Until the software becomes available, the customer may recover the missing menu selection through a radio sleep cycle.
3. Explain the radio sleep cycle requires that the ignition be turned Off, the driver door opened and closed, wait 2 minutes, turn ignition on and the menu selection should now be present.

This PI will be replaced with a bulletin once software becomes available. Engineering is working on software improvements. As a workaround until software improvements can be released, please explain to the customer how to recover the menu setting through a radio sleep cycle.

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
3487078	Confirm concern and explain radio sleep cycle workaround	0.3
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	07/09/2020 - Created on.



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