



## Preliminary Information

### PIC6340B Favorites Grayed Out or Unavailable At Times After Installing Radio Software Version 22.8

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Regal	2018 - 2019	All	All	All	All
Cadillac	ATS	2018 - 2019	All	All	All	All
Cadillac	CTS	2018 - 2019	All	All	All	All
Cadillac	XTS	2018 - 2019	All	All	All	All
GMC	Terrain	2018 - 2018	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IOS, IOT, or IOU
Condition	A customer may comment that after the radio software was updated to 22.8 certain Sirius XM, AM, or FM Favorites will be grayed out at times. Attempting to select that Favorite may result in a message that it is currently unavailable. The Favorite may be saved again and work briefly but could grey out and show Favorite Unavailable again later.
Cause	This condition may be caused by a software anomaly

#### Correction:

Note: This condition applies to radios that have received the 22.8 software update ONLY.

The update could have been installed via USB programming or via over-the-air update.

Determine the radio software version. Select Home, Settings, About, Build Number.

If the software version is 22.8 do not replace parts for this condition of Favorites greyed out after the 22.8 radio software was installed.

GM is aware of this condition and working to identify a solution.

The favorite can be restored temporarily by resaving.

This PI will be updated when a solution becomes available.

#### 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
3486938	Verify radio software version for greyed out favorites	0.3

## Version History

Version	3
Modified	10/15/2018 Created on 06/12/2019 - Updated to remove all models except Regal. All other models are now included in bulletin <a href="#">19-NA-100</a> . 08/02/2019 — Updated to add all 2018 and 2019 model year vehicles with 22.8 software, to update "Condition" and Correction" and add labor op.



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