



Preliminary Information

PIC6340 Favorites Grayed Out or Unavailable At Times

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Regal	2018	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	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IOS, IOT, or IOU
Condition	A customer may comment that some Favorites will be greyed out at times. Attempting to select that Favorite may result in a message that it is currently unavailable.
Cause	Software anomaly

Correction:

Do not replace parts for this condition. GM is aware of this condition and working on enhanced software to repair this. The favorite can be restored temporarily by resaving. This PI will be updated when software becomes available.

Version History

Version	1
Modified	10/15/2018 - Created on



GENERAL MOTORS