



# Preliminary Information

## PIT5803B Unable to Set PIN to Enable Teen Driver Feature

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado	2021	All	All	All	All
GMC	Sierra	2021	All	All	All	All

Involved Region or Country	North America, Middle East, Israel
Additional Options (RPO)	Equipped with Infotainment System (IOR) and Teen Driver Settings Mode (TDM)
Condition	Some customers of trucks equipped with IOR infotainment system may comment that they cannot enable the Teen Driver Mode (TDM) feature on the radio display. When entering the PIN the radio displays an error message "Teen Driver PIN not set - You may retry entering the PIN to set Teen Driver Mode." Re-entering the PIN is also unsuccessful.
Cause	This condition may be caused by a software anomaly.

Correction:

Do not replace parts for this condition. GM engineering has identified the root cause of the issue and working toward a service solution. At this time we estimate a service solution might be available late in the second quarter.

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
3487218*	Unable to set PIN for IOR Teen Driver	0.3
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	<b>3</b>
Modified	12/16/2020 - Created on. 03/10/2021 - Updated to remove only keyed ignition and information on repair coming 04/01/2021 - PI is being revised to remove uninvolved regions and add RPO TDM for Teen Driver Settings Mode



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