



Preliminary Information

PIT5790B Radio Resets Or Reboots After Changing Volume Or Volume Appears Non-Responsive Then Changes Unwanted

Models

| Brand: | Model: | Model Years: | VIN: | | Engine: | Transmissions: |
|-----------|-------------|--------------|----------------------------|-----|---------|----------------|
| | | | from | to | | |
| Cadillac | CT6 | 2019 | All VINs starting with LSG | All | All | All |
| Cadillac | CT6 | 2019 - 2020 | All VINs starting with 1G6 | All | All | All |
| Cadillac | XT4 | 2019 | All | All | All | All |
| Chevrolet | Blazer | 2019 | All | All | All | All |
| Chevrolet | Camaro | 2019 | All | All | All | All |
| Chevrolet | Colorado | 2019 - 2021 | All | All | All | All |
| Chevrolet | Equinox | 2019 - 2021 | All | All | All | All |
| Chevrolet | Malibu | 2019 - 2020 | All | All | All | All |
| Chevrolet | Silverado | 2019 | All | All | All | All |
| Chevrolet | Volt | 2019 | All | All | All | All |
| GMC | Canyon | 2019 - 2021 | All | All | All | All |
| GMC | Sierra 1500 | 2019 | All | All | All | All |
| GMC | Terrain | 2019 - 2021 | All | All | All | All |
| GMC | Acadia | 2019 | All | All | All | All |

| | |
|----------------------------|---|
| Involved Region or Country | North America, Europe, Russia, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Thailand, Australia/New Zealand, Egypt, Africa |
| Additional Options (RPO) | Equipped with IOS, IOU, or IOT |
| Condition | <p>Customers may comment that at times, usually when changing the radio volume with the volume knob or steering wheel controls, that the radio resets or reboots itself.</p> <p>Other symptoms may occur immediately prior to the reboot might include an echo in a Bluetooth phone call that eventually drops the call to the handset, or the radio may be non-responsive to touch or hard button inputs.</p> <p>This condition seems to occur much more frequently while CarPlay is in use, but a reset can also occur with other device brands, or even with no device connected.</p> <p>While the condition is very intermittent and difficult to reproduce, when this condition occurs it will always end in the radio doing a hard reset or reboot resulting in the splash animation playing again and will often be repeatable every time the volume is changed.</p> |
| Cause | Unknown, Engineering is investigating the root cause of this concern. |

Correction

Engineering is still attempting to replicate and root cause the condition. Do not replace parts for this as it will not resolve the condition.

Once Engineering has identified the root cause this PI will be updated with any additional details available.

Service Procedure:

Note: A hard reset is when the radio shuts down and reboots displaying the myBrand splash animation (just as the radio does when the ignition is first turned on). Similar, but unrelated symptoms could occur with a soft reset. Those are NOT related to this PI. A soft reset occurs when the radio seems to shut off, but resets to the previous display page. It may show a working / thinking / scrolling circle as it resets, but it will not show splash animation in a soft reset.

This PI ONLY applies if the symptoms are immediately followed by a hard reset with splash animation.

Confirm with the customer that this condition only occurs when changing the volume. Please document any specifics of what was being done prior to, or led up to, the symptoms beginning and submit a Field Product Report with that information.

If it occurs at any other time, or if there is not a hard reset, then this PI does not apply and the technician should continue their diagnosis of the customer's concerns.

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 |
|--|-------------------------------------|------------|
| 3487178 | Radio resets when volume is changed | .3 Hr. |
| *This is a unique Labor Operation for Bulletin use only. | | |

Version History

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| Version | 2 |
| Modified | 11/05/2020 - Created on. 12/17/2020 - Updated to add model years. 06/10/2021 - Updated to clarify concern. |



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