



Preliminary Information

PIC6283 Audio Does Not Match Video When Playing A Movie

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2017	All	All	All	All
Involved Region or Country		North America				
Additional Options (RPO)		Only With U42 or UWG				
Condition		A customer may comment that after playing a movie for a short time, that the audio and video are no longer synced when listening to the movie through the vehicle speakers. Please verify that that no codes are present and check operation to verify that there are no other concerns with the Infotainment system before advising of this PI. If this PI does apply, advise that engineering is aware of the concern and is working on a solution.				
Cause		Software anomaly				

Correction:

General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details.

Warranty Information

Labor Operation	Description	Labor Time
3480528*	Evaluate When Playing A Movie If The Audio Is Synced With The Video	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Version History

Version	1
Modified	

