



# Preliminary Information

## PIT5337B Radio Source Changes Randomly While Driving

### Proactive

### Models

| Brand:    | Model:   | Model Years: | VIN: |     | Engine: | Transmissions: |
|-----------|----------|--------------|------|-----|---------|----------------|
|           |          |              | from | to  |         |                |
| Buick     | Enclave  | 2013 - 2016  | All  | All | All     | All            |
| Chevrolet | Traverse | 2013 - 2016  | All  | All | All     | All            |
| Chevrolet | Captiva  | 2013 - 2016  | All  | All | All     | All            |
| GMC       | Acadia   | 2013 - 2016  | All  | All | All     | All            |

|                |                                                                                                                 |
|----------------|-----------------------------------------------------------------------------------------------------------------|
| Country        | North America                                                                                                   |
| Additional RPO | UHU, UG4, UGU, UGY, UGX, UHW, UHV, UI2, UI4, UI5, UI6, UI7, UI8                                                 |
| Condition      | The customer may state that the radio will change sources at random while driving, but it happens infrequently. |

If the concern is only shortly after startup, please see if the latest version of [PIT5329](#) applies and disregard this PI if it does.

If the concern is random and NOT shortly after start up on a 2015-2016 model year vehicle, replace the radio using the latest part number listed in the electronic parts catalog or any equivalent that the Electronic Service Center may supply in place of the parts catalog part number.

If the concern is random and not shortly after startup on a 2013-2014 model, do not replace any parts or attempt any repairs at this time. Instead, please communicate to the customer that we apologize for the inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, a related bulletin will be released with additional details allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

### Parts Information

See Parts Catalog for Latest Part Number on 2015-2016 Model Years

### Version History

|                 |                                                                                                                                                                             |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Version History | 3                                                                                                                                                                           |
|                 | 6/30/2016 Updated to update Administrative Details<br>04/10/2017 Updated to Add direction to replace radio on 2015-2016 model years. 2013-2014 are still being investigated |

