



Preliminary Information

PIT5653A Rear Seat Infotainment Headrest Monitors Turn Off Unwanted

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Enclave	2018 - 2019	All	All	All	All
Chevrolet	Equinox	2018 - 2019	All	All	All	All
Chevrolet	Traverse	2018 - 2019	All	All	All	All
GMC	Terrain	2018 - 2019	All	All	All	All
Cadillac	XT4	2019	All	All	All	All
Cadillac	XT5	2019	All	All	All	All
Chevrolet	Blazer	2019	All	All	All	All
Chevrolet	Silverado 1500 New Model	2019	All	All	All	All
GMC	Acadia	2019	All	All	All	All
GMC	Sierra 1500 New Model	2019	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	SR2, SR3 GM Evolution Series Rear Seat Infotainment System
Condition	Some customers may comment the headrest monitors shut off intermittently. With the fob inside or outside the vehicle, occurring with the closing of all doors/ hatch
Cause	A momentary loss of power to the monitors on vehicles with keyless ignition due to the iRAP feed being disabled for fob detection.

Correction:

GM engineering is currently evaluating this concern. Please do not replace any parts or make any repairs. This PI will be updated or a bulletin will be created when further repair information is available.

- On some vehicles with push button start (keyless ignition), if you turn on the headrest monitor, and then close all doors/ hatch while standing outside the vehicle with the remote keyless entry/ignition FOB in your possession, the monitor will shut off. To avoid this issue, leave a door ajar until the driver takes the FOB back inside the vehicle.
- This condition is normal operation and is described in the Rear Seat Infotainment owner's manual, page 5.
- On some vehicles with push button start (keyless ignition) AND a wireless charging system, if you turn on the headrest monitor, and remain in the vehicle with the remote keyless entry/ignition FOB in your

possession, the monitor will shut off if it is close to the wireless charger upon closing of all doors/ hatch. To avoid this issue, keep the FOB away from the wireless charging system.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available.

Additional SI Keywords

Accessory, Bluray, CD, display, DVD, Entertainment, Interruptible, iRAP, Monitor, Power, Retained, RAP, Screen

Version History

Version	2
Modified	01/24/2019 - Created on 08/22/2019 to update Title, Keywords, Condition, Cause, and Correction sections.



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