



Preliminary Information

PIT5663B Radio Displays Climate Off Message or HVAC Popup Displays Different Settings

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 1500 (New Model)	2019	All	All	All	All
GMC	Sierra 1500 (New Model)	2019	All	All	All	All

Involved Region or Country:	North America
Additional RPO/s:	IOS, IOT, IOU
Condition:	At random the radio may display a pop up message "Climate Off" even though the HVAC system is fully functional. This can be repetitive in nature. Making any change to the HVAC system will make the message disappear. The radio may also display a HVAC popup when changing HVAC settings that does not match the selected setting (e.g. blower speed, modes, temperature setting). The HVAC will change mode, temperature, and blower speed as commanded, but the pop-up may not display the changes properly in the radio display.
Cause:	Software anomalies between HVAC and Radio may cause this popup to appear with incorrect or inaccurate HVAC information.

Correction:

Note: This PI ONLY applies to a false popup message displaying either Climate Off or false HVAC settings in the radio display. The HVAC system is otherwise fully functional. If you are diagnosing a HVAC system malfunction, this PI does NOT apply.

Do NOT replace any parts for this concern. Engineering has identified the cause and is working toward a software solution. The solution may involve programming more than one module in the vehicle.

While the following service procedure will reduce the frequency of occurrence, it does not provide a complete fix until new serial data gateway module calibrations are released. Please ensure the customer understands that the repair in this PI may not eliminate the condition, but it will improve it by reducing how often it occurs.

Service Procedure

Note: If Mode, Temperature, and Blower Speeds do NOT physically change when commanded then this PI does NOT apply. Refer to SI for HVAC diagnostics based on the condition(s).

- Verify the condition is only false HVAC information shown in the radio display popup message and that HVAC systems are functioning as commanded.
 - If the HVAC system does not function as commanded then Stop. this PI does NOT apply. Refer to SI for HVAC diagnostics based on the condition(s) occurring.
 - If the popup message information is false, but the HVAC system functions as commanded, proceed to Step 2.
- Verify the current radio software version. Select Home > Settings > About > Build Number.
 - If the Build Number is greater than V805 then stop, no further action is necessary at this time. Once the serial data gateway module update is available the model(s) will be moved into the service bulletin.
 - If the Build Number is less than V805, reprogram the A11 radio. Refer to A11 Radio: Programming and Setup in SI. Inform the customer this radio update will reduce the occurrence rate of the condition, but may not completely eliminate it.

Please ensure the customer understands that the repair in this PI may not eliminate the condition, but it will improve it by reducing how often it occurs until we can release an update for the serial data gateway module. Once available, the combination of both updates will resolve the false HVAC popup condition.

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:
2081988	Reprogram radio for false Climate off message	.3

Version History

Version	3
Modified	03/11/2019 - Created on 08/12/2019 - Updated Correction Section. 08/23/2019 - Updated Models

