



Preliminary Information

PIT5411S TAC Part Restriction for US Dealers - Navigation Radio, Radio, Radio Display, Radio Control/Integrated Center Stack, Instrument Cluster, and Head-Up Display

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Enclave	2020	All*	All*	All	All
Cadillac	CT4	2020	All*	All*	All	All
Cadillac	CT5	2020	All*	All*	All	All
Cadillac	XT4	2020	All*	All*	All	All
Cadillac	XT5	2020	All*	All*	All	All
Cadillac	XT6	2020	All*	All*	All	All
Chevrolet	Blazer	2020	All*	All*	All	All
Chevrolet	Camaro	2020	All*	All*	All	All
Chevrolet	Colorado	2020	All*	All*	All	All
Chevrolet	Equinox	2020	All*	All*	All	All
Chevrolet	Malibu	2020	All*	All*	All	All
Chevrolet	Silverado	2020	All*	All*	All	All
Chevrolet	Sonic	2020	All*	All*	All	All
Chevrolet	Traverse	2020	All*	All*	All	All
Chevrolet	Trax	2020	All*	All*	All	All
GMC	Acadia	2020	All*	All*	All	All
GMC	Canyon	2020	All*	All*	All	All
GMC	Sierra	2020	All*	All*	All	All
GMC	Terrain	2020	All*	All*	All	All

***NOTE: See Notes A, B, C**

Supersession Statement

This PI was superseded to add a questionnaire to be completed in regard to radio or display issues. Please discard PIT5411R.

Condition / Concern

US Dealers - Effective January 17, 2020 the components below will be placed on restriction through the General Motors Technical Assistance Center.

Important: Please utilize the Dealer Case Management application to start a new DCM TAC case.

Canada Dealers - This PI is for US DEALERS ONLY, please contact York Electronics directly at (888)650-9675 (Oshawa) or (800)361-2894 (Calgary).

Recommendations / Instructions

Please see notes A, B, and C below for current Infotainment components on TAC part restrictions applicable to the 2020 models. A TAC case should not be required to order these parts for previous model year vehicles even if they are the same part number as the 2020 models.

- Note A - Navigation Radio/Radio/Tuner, Radio Control/Display/ICS (Integrated Center Stack) - Infotainment System RPOs: IOR, IOS, IOT, and IOU only.
- Note B - Head-Up Display (HUD) - 2020 CT5, Silverado, Sierra - HUD System RPO: UV6 only.
- Note C - Instrument Panel Cluster (IPC) - 2020 CT4, CT5

Depending on the concern, TAC may require additional information along with previous testing results. Please have the part number of the component available prior to contacting TAC for a replacement if applicable.

For radio and display requests, when possible please answer the following questions and provide the answers when contacting TAC.

- **Current radio software version? (press Home, Settings, About, Build Number)**
- **Vehicle location when condition occurred?**
- **Date and time of issue occurrence?**
- **How often is issue reproduced? (every time, sometimes, once)**
- **What specific steps are necessary to reproduce the issue, what behavior is observed?**
- **Are there any external device(s) connected? (e.g. USB, CarPlay or Android Auto)**
- **Is a device connected via Bluetooth?**
- **Is the Rear View Camera working?**
- **Are audible warnings (chime) functional?**
- **Is the Instrument Cluster display working normally?**
- **What is the Onstar LED status? Does it respond when pressing call button?**
- **Do the radio controls hard keys and/or steering wheel control buttons (if equipped) work correctly?**
- **Is the issue current, or has the system recovered?**
- **If recovered, were there specific steps taken to recover it?**
- **Is there any history of a similar issue with this vehicle?**

Please have the part number of the component available prior to contacting TAC for a replacement if applicable.

Additional SI Keywords

AM audio catalog center concern control CUE diagnostic display ESC exchange FM GPS ICS IOR IOS IOT IOU intellilink integrated map media MP3 mylink nav navigation part parts radio reception restriction screen stack traffic tuner UA3 UY4 video XM xmradio Z2SC



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