



Bulletin No.: PIT5411T

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Preliminary Information

PIT5411T 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		
Cadillac	CT4	2020	All*	All*	All	All
Cadillac	CT5	2020	All*	All*	All	All
Chevrolet	Corvette	2020	All*	All*	All	All
Chevrolet	Trailblazer	2020	All*	All*	All	All
Chevrolet	Traverse	2020	All*	All*	All	All
GMC	Acadia	2020	All*	All*	All	All

*See Notes A, B, C

Supersession Statement

This PI was superseded to change involved models and which parts are on restriction. Please discard PIT5411S.

Condition / Concern

US Dealers - Effective March 16, 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 -**
- Acadia, Trailblazer, Traverse: IOR only.
- Corvette, CT4, CT5: All
- **Note B - Radio Control/Display/ICS (Integrated Center Stack) -**
- Acadia, Trailblazer, Traverse: IOR only.
- Corvette, CT4, CT5: All
- **Note C - Instrument Panel Cluster (IPC) - 2020 Corvette, 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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