



Preliminary Information

PIT5754 Phone Contacts Not Loading, Sirius XM Displays XM Loading or Acquiring Signal Message, FM Browse Inoperative, Android Auto May Not Auto Connect Bluetooth, Radio and Display Inop After Remote Start

Models

| Brand: | Model: | Model Years: | VIN: | | Engine: | Transmissions: |
|-----------|--------------|--------------|------|-----|---------|----------------|
| | | | from | to | | |
| Buick | Enclave | 2020 | All | All | All | All |
| Buick | Encore GX | 2020 | All | All | All | All |
| Cadillac | CT6 | 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 | Silverado | 2020 | All | All | All | All |
| Chevrolet | Silverado HD | 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 |
| GMC | Sierra | 2020 | All | All | All | All |
| GMC | Sierra HD | 2020 | All | All | All | All |

| | |
|----------------------------|--|
| Involved Region or Country | North America |
| Additional Options (RPO) | IOS, IOU, or IOT |
| Condition | <p>Some customers may comment of intermittent concerns with any of the following symptoms:</p> <ul style="list-style-type: none"> • Phone contacts may not fully download. This condition may vary with each drive cycle or each time Bluetooth reconnects. Contacts may be missing, voice recognition (VR) may respond that it cannot find the contact or may indicate that no phone is connected even though the display shows connection is present. • Sirius XM displays XM Loading, or Acquiring Signal. (This is not the same issue described in PIT5737. If audio returns by changing XM channels, then refer to PIT5737 for more details.) • When using Android Auto, the Bluetooth may not reconnect automatically. • Non-HD Radios (U2L or U2M) only - the FM Browse feature only lists the most recent FM station. • Radio and display inoperative after a remote start event. |
| Cause | These may be caused by software anomalies. |

Correction:

Do not replace parts for these conditions. Engineering is working on future software releases to improve the operation.

Service Procedure

Note: If XM Audio returns by changing XM channels then this PI does not apply, please refer to PIT5737.

For Android Auto concern, connecting USB after starting the vehicle will provide a temporary workaround.

For radio inoperative, or excessive parasitic battery load from radio after a remote start event, pull the fuse powering the radio to reset this condition.

Verify the latest software available has been installed. Depending on how software was installed in the radio, it may appear differently. It could display W119E, U148, or V148.

1. Ignition on, press Home, Settings, About
2. Scroll to Build Number, press the information icon

If the software is U148/V148/W119E, take no further action. Advise the customer that GM engineering is working on a future software package to improve the operation.

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 |
|--|------------------------------------|------------|
| 3487058 | Verify radio software version U148 | 0.3 |
| *This is a unique Labor Operation for Bulletin use only. | | |

Version History

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|----------|-------------------------|
| Version | 1 |
| Modified | 06/18/2020 - Created on |



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