



Preliminary Information

PIT5790 Radio Resets Or Reboots After Changing Volume

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CT6	2019	All VINs starting with LSG	All	All	All
Cadillac	CT6	2019 - 2020	All VINs starting with 1G6	All	All	All
Cadillac	XT4	2019	All	All	All	All
Chevrolet	Blazer	2019	All	All	All	All
Chevrolet	Camaro	2019	All	All	All	All
Chevrolet	Colorado	2019 - 2020	All	All	All	All
Chevrolet	Equinox	2019 - 2020	All	All	All	All
Chevrolet	Malibu	2019 - 2020	All	All	All	All
Chevrolet	Silverado	2019	All	All	All	All
Chevrolet	Volt	2019	All	All	All	All
GMC	Canyon	2019 - 2020	All	All	All	All
GMC	Sierra 1500	2019	All	All	All	All
GMC	Terrain	2019 - 2020	All	All	All	All
GMC	Acadia	2019	All	All	All	All

Involved Region or Country	North America, Europe, Russia, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Thailand, Australia/New Zealand, Egypt, Africa
Additional Options (RPO)	Equipped with IOS, IOU, or IOT
Condition	Customers may comment that at times when changing the radio volume with the volume knob or steering wheel controls that the radio resets or reboots itself. While the condition is intermittent, when this occurs the condition will often be repeatable every time the volume is changed.
Cause	Unknown, Engineering is investigating the root cause of this concern.

Correction:

Engineering is still attempting to replicate and root cause the condition. Do not replace parts for this as it will not resolve the condition.

Once Engineering has identified the root cause this PI will be updated with any additional details available.

Service Procedure:

Confirm with the customer that this condition only occurs when changing the volume.

If it occurs at any other time then this PI does not apply, and the technician should continue their diagnosis of the customer's concerns.

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
3487178	Radio resets when volume is changed	.3
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	11/05/2020 - Created on.



GENERAL MOTORS

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