Preliminary Information

PIT5792 Trailering App Non-Functional – Radio Display Is Blank When App is Opened

Models

Brand:	Model:	Model Years:	VIN: from	to	Engine:	Transmissions:
Chevrolet	Silverado	2020	All	All	All	All
GMC	Sierra	2020	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	Equipped with Advanced Trailering System / In-Vehicle Trailering App (U1D)
Condition	Some customers may comment that when attempting to open the Trailering app in the radio display it will not launch or cannot be opened. When attempting to open the Trailering app the display goes blank and pressing the Home key returns the display to the Home page.
Cause	This may be caused by a software anomaly.

Correction:

Do not replace parts for this condition. Perform the Return to Factory Defaults commands in the radio Settings menu.

Service Procedure

1. Confirm that launching the Trailering app causes the radio screen to go blank and that pressing the Home key returns the display to normal.
2. Perform the Return to Factory Defaults command in the radio Settings menu.
   2.1 Clear vehicle settings.
   2.2 Clear personal data.
3. Demonstrate this to the customer in case the situation ever occurs in the future.
4. Submit a Field Product Report or utilize the unique labor code in this PI to assist engineering in tracking the concern.

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
3487148	Return to Factory Defaults to Recover Trailering App	.3 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

Version History

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