



Preliminary Information

PIT5793A Unable to Access Apps and Remote Personalization Features in the Radio

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado	2021	All	All	All	All
GMC	Sierra	2021	All	All	All	All

Involved Region or Country	US and Canada
Additional Options (RPO)	IOS IOU IOT
Condition	<p>Some customers may comment of any or all of the following symptoms:</p> <ul style="list-style-type: none"> • Unable to accept Terms and Conditions • Unable to access AppShop or install apps in the radio • Information within the OnStar app on the radio could be missing or incorrect • Unable to create or log into User Profiles • Connected Navigation (live traffic, etc.) is not functioning (base navigation functions correctly) • Unable to install apps through myChevrolet/myGMC mobile apps • Dropping WIFI connection • Unable to connect to WIFI
Cause	This condition could be caused by a calibration anomaly.

Correction:

GM engineering is aware of the condition and working on a calibration solution.

Service Procedure

Do NOT replace parts for this condition. GM engineering is aware of the concern and making changes to the calibration with a planned release to service in the week of December 14, 2020.

A service bulletin will replace this PI as soon as calibrations are confirmed to be available in TechLine Connect.

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
3487188	AppShop Calibration Anomaly	0.3 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	2
Modified	11/09/2020 - Created on. 12/04/2020 updated to add direction



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