



# Preliminary Information

## PIT5803 Unable to Set PIN to Enable Teen Driver Feature

Product Investigation Review Required

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	North America, Middle East, Israel, Chile, Ecuador, Paraguay, Uruguay, Thailand, Australia/New Zealand
Additional Options (RPO)	Equipped with Infotainment System (IOR) and Keyed Ignition
Condition	Some customers of trucks equipped with keyed ignition system and IOR infotainment system may comment that they cannot enable the Teen Driver Mode (TDM) feature on the radio display. When entering the PIN the radio displays an error message "Teen Driver PIN not set - You may retry entering the PIN to set Teen Driver Mode." Re-entering the PIN is also unsuccessful.  This does not impact vehicles with Keyless Open and Start (push-button start) RPO AVJ
Cause	GM engineering is investigating the cause of this condition

Correction:

Do not replace parts for this condition.  
GM engineering is analyzing the condition to find a root cause.  
At such time that a root cause can be identified engineering will begin to seek a possible remedy

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
3487218*	Unable to set PIN for IOR Teen Driver	0.3
*This is a unique Labor Operation for Bulletin use only.		

Version History

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Version	1
Modified	12/16/2020 - Created.



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