



# Preliminary Information

## PIT5839B Radio System Settings Lost or Returning to Default Values

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Blazer	2020	All	All	All	All
Chevrolet	Camaro	2020	All	All	All	All
Chevrolet	Colorado	2020 - 2021	All	All	All	All
Chevrolet	Equinox	2020 - 2021	All	All	All	All
Chevrolet	Malibu	2020	All	All	All	All
Chevrolet	Sonic	2020	All	All	All	All
Chevrolet	Trax	2020 - 2021	All	All	All	All
GMC	Canyon	2020 - 2021	All	All	All	All
GMC	Terrain	2020 - 2021	All	All	All	All

Involved Region or Country	North America, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Korea, Thailand, Australia/New Zealand, Egypt, Africa
Additional Options (RPO)	Equipped with Infotainment system IOR
Condition	<p>Customers may comment about any combination of the following Radio System Settings being lost, not retained, or returning to a default value after the ignition is turned off and the radio goes to sleep:</p> <ul style="list-style-type: none"> <li>Audio Tone Settings; including equalizer or EQ, Fade, Balance, or Sound Mode return to a neutral, zero, or default value</li> <li>Language setting defaults back to English from any other language</li> <li>Radio Maximum Startup Volume has changed leading to a complaint the volume is louder or not as loud as what it was during the previous drive cycle</li> <li>Radio starts on a page different than what was displayed in the previous drive cycle. Examples: next ignition the radio is Off or at OnStar page instead of Audio page</li> <li>(This condition now has a service procedure for Silverado/Sierra contained in TSB <a href="#">21-NA-182</a>)</li> </ul>
Cause	<p>The cause of this condition is unknown but appears to only occur with software version V135118. This software was built into 2021 model year vehicles listed but would not be present in a 2020 model year vehicle unless the radio was reprogrammed or replaced and programmed with the V135118 software version.</p> <p>(This condition now has a service procedure for Silverado/Sierra contained in TSB <a href="#">21-NA-182</a>)</p>

Correction:

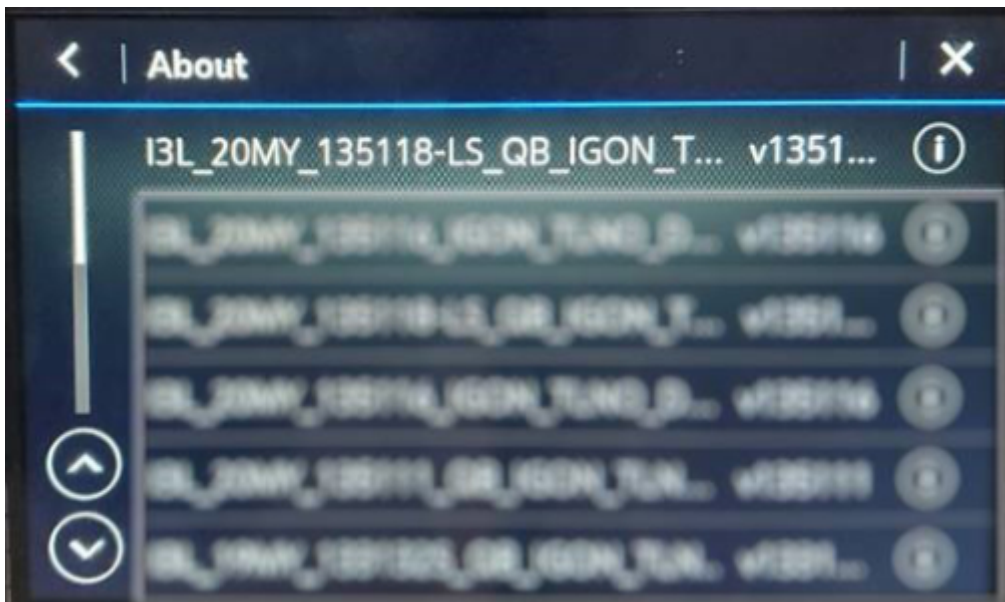
Do NOT replace parts for this condition. Engineering is aware of the issue and investigating the root cause. A workaround has been identified that may provide temporary relief of the symptoms described above.

(This condition now has a service procedure for Silverado/Sierra contained in TSB [21-NA-182](#))

Service Procedure

**Note: this PI condition only exists in software version V135118. If any other software version is in the radio then stop, this PI does not apply. Refer to SI for diagnostics.**

1. Verify the radio software version as this issue only pertains to version V135118. On the radio display, select Home, Settings, About. On this page will be what appears like a long file name. In the middle of this file name will be 135118.



- If the version is V135118 proceed to Step 2.
- If the version is numerically less than V135118 then this PI does not apply. Refer to SI for diagnostics.
- Tip: Before resetting the radio, please record the customer’s stored Favorites so that they can be re-entered afterward. Once selected it is important to wait for the radio to complete this process and reboot itself before the ignition is turned off.

**Note: The reset may not provide any more than temporary relief of the symptoms. Engineering is still working to identify a root cause. If the condition returns, please submit a Field Product Report with reference to this PI number. Any information provided through Field Product Reports on how long the symptoms were gone, and what symptoms returned can be used to assist engineering in the root cause efforts.**

2. Perform a radio reset by selecting “Erase settings and personal data” under the “Restore to factory settings.” Please document in the Warranty claim submission whether this was successful in preventing a loss of settings.

We apologize for any inconvenience this may cause. This PI will be updated, or replaced by a bulletin, as additional information becomes available.

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
3487318	Verify radio software version V135118	0.2
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	2
Modified	04/27/2021 - Created on. 05/07/2021 updated to add an additional condition and a potential

temporary workaround for the conditions listed.  
08/18/2021 Updated to remove Silverado and Sierra fix  
available for these models in 21-NA-182



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