



Preliminary Information

PIT5790C Radio Resets Or Reboots And Then Displays myBrand Splash Animation

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 - 2022	All	All	All	All
Chevrolet	Equinox	2019 - 2021	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 - 2022	All	All	All	All
GMC	Sierra 1500	2019	All	All	All	All
GMC	Terrain	2019 - 2021	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	<p>Some customers may comment that at times, usually when changing the radio volume with the volume knob or steering wheel controls, that the radio resets or reboots itself and that the myBrand Splash Animation (the animation that usually only occurs at startup) plays.</p> <p>Other symptoms may occur immediately prior to the reboot might include an echo in a Bluetooth phone call that eventually drops the call to the handset, or the radio may be non-responsive to touch or hard button inputs.</p> <p>This condition seems to occur much more frequently while CarPlay is in use, but a reset can also occur outside of CarPlay use, with other device brands, or with no device connected.</p> <p>While the condition is very intermittent and difficult to reproduce, when this condition occurs it will always end in the radio doing a hard reset or reboot resulting in the splash animation playing again.</p>
Cause	This condition may be induced by externally connected devices or by software anomalies.

Correction

Engineering has identified possible causes of this condition and are working on software enhancements to resolve this and other possible software anomalies.

Service Procedure:

Note: A hard reset is when the radio shuts down and reboots displaying the myBrand splash animation (just as the radio does when the ignition is first turned on). Similar, but unrelated symptoms could occur with a soft reset. Those are NOT related to this PI. A hard reset occurs quickly, generally in a matter of seconds, not lasting longer than one minute. A soft reset occurs when the radio seems to shut off, but resets to the previous display page. It may show a working / thinking / scrolling circle as it resets, but it will not show splash animation in a soft reset.

This PI ONLY applies if the symptoms are immediately followed by a hard reset with splash animation.

Confirm with the customer that this condition exhibits a hard reset with splash animation. Please document any specifics of what was being done prior to, or led up to, the symptoms beginning and submit a Field Product Report with that information.

If it occurs at any other time, or if there is not a hard reset, 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
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3487178	Radio resets when volume is changed	.3 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	4
Modified	11/05/2020 - Created on. 12/17/2020 - Updated to add model years. 06/10/2021 - Updated to clarify concern. 09/20/2021 - Updated to cause and service procedure



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