



Preliminary Information

PIT5914 Trailing App Non-Functional, Radio Display Is Blank When App Is Opened

Models

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

Involved Region or Country	United States, Canada, Mexico, Russia, Middle East, Israel, Palestine, Argentina (Mercosur), Chili (West), Columbia (West) Ecuador (West) Paraguay (West), Uruguay (West) Cadillac Korea (South Korea), Thailand (ASEAN), Australia/New Zealand
Additional Options (RPO)	IOS, IOT with U1D
Condition	Some customers may comment that when attempting to open the trailing app on the radio display it will not launch or cannot be opened. When attempting to open the trailing app, the radio display will go blank. Pressing the home key will return the radio display to the home page.
Cause	This condition may be caused by a software anomaly.

Correction:

Engineering has identified the cause and is working on updated software to remedy this condition.

Do not replace any parts for this concern.

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern.

Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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
3487558	Radio display goes blank when trailer app is pressed	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	05/06/2022 - Created on.



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