



Bulletin No.: PIT5913
Published date: 05/6/2022

Preliminary Information

PIT5913 Radio Display Intermittently Shows SD Card Has Been Removed Message

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Encore GX	2021 - 2022	All	All	All	All
Buick	Envision	2021 - 2022	All	All	All	All
Buick	Enclave	2022	All	All	All	All
Cadillac	CT4	2021 - 2022	All	All	All	All
Cadillac	CT5	2021 - 2022	All	All	All	All
Cadillac	XT4	2021 - 2022	All	All	All	All
Cadillac	XT5	2021 - 2022	All	All	All	All
Cadillac	XT6	2021 - 2022	All	All	All	All
Chevrolet	Blazer	2021 - 2022	All	All	All	All
Chevrolet	Camaro	2021 - 2022	All	All	All	All
Chevrolet	Corvette	2021 - 2022	All	All	All	All
Chevrolet	Equinox	2022	All	All	All	All
Chevrolet	Malibu	2021 - 2022	All	All	All	All
Chevrolet	Silverado	2021	All	All	All	All
Chevrolet	Silverado 2500/3500	2022	All	All	All	All
Chevrolet	Silverado 1500 LTD (RPO J21, 12th VIN Digit = 4 or less)	2022	All	All	All	All
Chevrolet	Suburban	2021	All	All	All	All
Chevrolet	Tahoe	2021	All	All	All	All
Chevrolet	Trailblazer	2021 - 2022	All	All	All	All
Chevrolet	Traverse	2022	All	All	All	All
GMC	Acadia	2021 - 2022	All	All	All	All

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
GMC	Sierra	2021	All	All	All	All
GMC	Sierra HD	2022	All	All	All	All
GMC	Sierra Sierra 1500 Limited (RPO J21, 12th VIN Digit = 4 or less)	2022	All	All	All	All
GMC	Terrain	2022	All	All	All	All
GMC	Yukon	2021	All	All	All	All
GMX	Yukon XL	2021	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IOU or IOT
Condition	Some customers may comment that they are intermittently getting a message that the SD card has been removed on their radio display. They may also mention a 0x40000 error code in the message.
Cause	This may be caused by a software anomaly.

Correction:

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

If the concern is intermittent, do not replace any parts.

If the concern is not intermittent, continue with normal diagnostics in Service Information.

Customer Information:

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
3487568	Intermittent SD Card Removed Message	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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