



Bulletin No.: PIT5914A

Published date: N/A

Preliminary Information

PIT5914A 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:

To correct this concern, reference bulletin [23-NA-053](#) for repair information.

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.

Use the special labor operation listed in the warranty section of bulletin [23-NA-053](#).

Additional SI Keywords

Trailer

Version History

Version	2
Modified	05/06/2022 - Created on. 3/23/2023 - Update to the Correction and Warranty sections.



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