



Preliminary Information

PIT5971B Loss Of Audio And OnStar LED Is Red

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Encore GX	2021 - 2023	All	All	All	All
Buick	Envision	2021 - 2023	All	All	All	All
Buick	Enclave	2022 - 2023	All	All	All	All
Cadillac	CT4	2021 - 2023	All	All	All	All
Cadillac	CT5	2021 - 2023	All	All	All	All
Cadillac	XT4	2021 - 2023	All	All	All	All
Cadillac	XT5	2021 - 2023	All	All	All	All
Cadillac	XT6	2021 - 2023	All	All	All	All
Chevrolet	Blazer	2021 - 2023	All	All	All	All
Chevrolet	Camaro	2021 - 2023	All	All	All	All
Chevrolet	Corvette	2021 - 2023	All	All	All	All
Chevrolet	Equinox	2022 - 2023	All	All	All	All
Chevrolet	Malibu	2021 - 2023	All	All	All	All
Chevrolet	Silverado 1500	2021	All	All	All	All
Chevrolet	Silverado	2022 - 2023	All	All	All	All
Chevrolet	Suburban	2021 - 2023	All	All	All	All
Chevrolet	Trailblazer	2021 - 2023	All	All	All	All
Chevrolet	Traverse	2022 - 2023	All	All	All	All
GMC	Acadia	2021 - 2023	All	All	All	All
GMC	HUMMER EV	2022 - 2023	All	All	All	All
GMC	Sierra 1500	2021	All	All	All	All
GMC	Sierra	2022 - 2023	All	All	All	All
GMC	Terrain	2022 - 2023	All	All	All	All
GMC	Yukon Models	2021 - 2023	All	All	All	All

Involved Region or Country	United States, Canada, Mexico, Europe, Uzbekistan, Russia, Middle East, Israel, Palestine, Argentina (Mercosur), Brazil (Mercosur), Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Japan, Thailand (ASEAN), Australia/New Zealand, Egypt
Additional Options (RPO)	IOK, IOS, IOT and IOU
Condition	Some customers may comment that they have a complete loss of audio and that their OnStar Led is red
Cause	The cause of this concern is a software anomaly.

Correction:

Engineering is aware of this condition and is working on an updated software to remedy this concern with IOS, IOT and IOU.

*IOK Equipped vehicles, please update the radio using [23-NA-034](#).

Do not replace the Radio or the OnStar Module for this condition.

If the OnStar LED is green with loss of audio, continue with normal diagnostics in Service Information.

(Complete loss of audio is only seen with vehicle that have an Ethernet equipped amplifier. Ex: UQA, UQS.)

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
3487738	Verify loss of audio and OnStar led is red	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

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.

Version History

Version	3
Modified	01/23/2023 - Created on. 03/16/2023 - Add Correction for IOK to reference 23-NA-034 Radio Update. 04/03/2023 - Removed GM Korea from region.



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