



# Preliminary Information

## PIT6008 Radio Appears Stuck In Demo Mode

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado HD	2024	All	All	All	All
GMC	Sierra HD	2024	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IOK
Condition	Some dealers will notice the radio is stuck in demo mode
Cause	This may be caused by a software anomaly.

### Correction:

Do not replace the radio. Follow these steps below:

1. Go to settings--> System --> Reset Options
2. Select option "Restart in Safe mode".
3. This will bring the system back to normal mode.
4. Customer will need to perform the factory reset on the radio by following these steps:
  - Settings-->System--> Reset Options--> Erase Infotainment Data
5. Customer will need to follow each step of Google setup wizard prompts.

### 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
2889558	Removing Demo Mode from Radio	.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

### Version History

Version	1
Modified	05/01/2023 - Created on.



