



Preliminary Information

PIT6024 Add Phone Button Grayed Out

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Colorado	2023	All	All	All	All
GMC	Canyon	2023	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IVD
Condition	Some customers may notice that when they want to add a device, the Add Phone button is grayed out and are not able to add any devices.
Cause	Radio software anomaly

Correction:

Please do not replace the Radio at this time. Engineering is aware of this issue and performing the Erase All Infotainment Data in the Radio settings will temporarily correct this.

To perform this, select Settings>System>Reset Options>Erase All Infotainment Data.

Note *Factory reset will reset all infotainment presets and settings. Please write down customers radio presets and settings before resetting the system.

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
*3487838	Factory reset Radio to regain functionality of pairing phones to vehicle	0.4 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	05/19/2023 - Created on.



GENERAL MOTORS

© 2023 General Motors. All Rights Reserved.