



# Preliminary Information

## PIT6092 Loss Of Connected Services After A Radio Factory Reset

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Lyriq	2023 - 2024	All	All	All	All
Cadillac	XT4	2024	All	All	All	All
Chevrolet	Blazer EV	2024	All	All	All	All
Chevrolet	Colorado	2023	All	All	All	All
Chevrolet	Silverado EV	2024	All	All	All	All
GMC	Canyon	2023	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IVD and IVE
Condition	Customers may notice that some of their connected services may not longer work after performing a factory reset through the radio. This may include the Play Store, Google, Google Assistant, Google Voice, Google Maps, Turn by turn, and certain parts of the MyBrand app in the radio. The vehicles hot spot will still function.
Cause	This is due to a software <b>anomaly</b> causing the radio to not automatically re-register with the GM back office when a factory reset is performed.

Correction:

General Motors is aware of this condition and engineering is working on a fix. As a temporary work around, please press the blue OnStar button and request the OnStar agent to perform an account summary download. This will get the radio re-registered.

To verify the radio registration, please select Settings>System>About>Device Registration.

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
*3488018	Verify the loss of connected services and the radio says it is not registered	0.2 Hr.
	Perform OnStar call to register radio	Add 0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

## Version History

Version	1
Modified	11/30/2023 - Created On.



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