



**Bulletin No.:** PIT6261

**Published date:** N/A

## **Preliminary Information**

### **PIT6261 Mybrand and other Applications no Longer Downloading or Working when Re Enabling Connected Services**

#### **Proactive**

#### **Models**

<b>Brand:</b>	<b>Model:</b>	<b>Model Years:</b>	<b>VIN:</b>	<b>Engine:</b>	<b>Transmissions:</b>
ALL	2014-2020	All	from to All All	All	All

<b>Involved Region or Country</b>	<b>North America</b>
<b>Additional Options (RPO)</b>	<b>IO5 and IO6 radio</b>
<b>Condition</b>	<b>Some customers may comment that their Mybrand or other apps in the radio will no longer download or work when they recently reactivated their connected services</b>
<b>Cause</b>	<b>This is due to the core app being so far out of date, that it can not properly update the applications. Therefore it can not be used.</b>

#### **Correction:**

**GM is aware of this condition and there is currently no remedy for this condition.**

**Please do not replace any parts for this condition.**

#### **Version History**

<b>Version</b>	<b>1</b>
<b>Modified</b>	<b>10/18/2024 - Created.</b>

 GM Global Brands

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