



**Bulletin No.:** PIT6248

**Published date:** 10/4/2024

## Preliminary Information

### PIT6248 Touch Screen Unresponsive

#### Proactive

#### Models

<b>Brand:</b>	<b>Model:</b>	<b>Model Years:</b>	<b>VIN: from to</b>	<b>Engine:</b>	<b>Transmissions:</b>
Buick	Envision	2024	All	All	All
Buick	Enclave	2025	All	All	All
Cadillac	CT5	2025	All	All	All
Cadillac	Lyriq	2023 - 2024	All	All	All
Chevrolet	Blazer EV	2024	All	All	All
Chevrolet	Colorado	2023 - 2024	All	All	All
Chevrolet	Equinox	2025	All	All	All
Chevrolet	Equinox EV	2024	All	All	All
Chevrolet	Traverse (All New)	2024	All	All	All
Chevrolet	Silverado EV	2024	All	All	All
GMC	Acadia	2024	All	All	All
GMC	Canyon	2023 - 2024	All	All	All
GMC	Sierra EV	2024	All	All	All

<b>Involved Region or Country</b>	<b>United States, Canada, Mexico, Europe, Kazakhstan, Middle East, Israel, Palestine, Argentina (Mercosur), Brazil (Mercosur), Chile (West), Colombia (West), Ecuador (West), Peru (West), Uruguay (West), Japan, Cadillac Korea (South Korea), Egypt</b>
<b>Additional Options (RPO)</b>	<b>IVD and IVE</b>
<b>Condition</b>	<b>Some customers may comment that their touch screen will recognize a touch input but the radio will not response.</b>
<b>Cause</b>	<b>This may be due to a software anomaly</b>

#### Correction:

**Please do not replace any parts at this time.**

**GM is aware of this concern and working on a fix.**

**As a temporary work around and with the vehicle in Park, you can reset the radio by holding the end call button on the steering wheel for approximately 30 seconds.**

**Once the radio resets, it will return to normal operation.**

**This PI will be replaced by a service bulletin once a fix becomes available.**

#### 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
3429852	Infotainment System Reset	0.5 Hr.
*This is a unique Labor Operation for Bulletin use only.		

**Version History**

Version	1
Modified	10/04/2024 - Created On.

 GM Global Brands

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