



Preliminary Information

PIT6362 Various Radio Concerns RPO IVD And IVE

Models

Brand:	Model:	Model Years:	VIN: from to		Engine:	Transmissions:
Buick	Envision	2024 - 2025	All	All	All	All
Buick	Enclave	2025	All	All	All	All
Cadillac	CT5	2025	All	All	All	All
Cadillac	Escalade IQ	2025	All	All	All	All
Cadillac	Escalade	2025	All	All	All	All
Cadillac	Escalade ESV	2025	All	All	All	All
Cadillac	LYRIQ	2024 - 2025	All	All	All	All
Cadillac	XT4	2024 - 2025	All	All	All	All
Chevrolet	Blazer EV	2024	All	All	All	All
Chevrolet	Colorado	2024 - 2025	All	All	All	All
Chevrolet	Equinox	2025	All	All	All	All
Chevrolet	Equinox EV	2024 - 2025	All	All	All	All
Chevrolet	Silverado EV	2024 - 2025	All	All	All	All
Chevrolet	Suburban	2025	All	All	All	All
Chevrolet	Tahoe	2025	All	All	All	All
Chevrolet	Traverse All New	2024	All	All	All	All
GMC	Acadia	2024 - 2025	All	All	All	All
GMC	Canyon	2024 - 2025	All	All	All	All
GMC	Sierra EV	2025	All	All	All	All
GMC	Terrain	2025	All	All	All	All
GMC	Yukon	2025	All	All	All	All
GMC	Yukon XL	2025	All	All	All	All

Involved Region or Country	United States, Canada, Mexico, Europe, Uzbekistan, Middle East, Israel, Palestine, Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Peru (West), S. Korea, China GMPI, Phiippines, Australia/New Zealand
Additional Options (RPO)	IVD and IVE
Condition	A customer may comment they are seeing any of the issues mentioned below.
Cause	This is due to a software anomaly

Correction:

Below is a list of issues a customer may see. Please inform them that this is due to a software anomaly and The PI will be updated or replaced with TSB once a determination

has been made.

DO NOT replace the Radio or displays for any of the concerns below.

Apple Carplay -

Carplay black screen

CarPlay crashed and disconnected while driving

CarPlay phone calls either switching back to my phone

Map view displays blank activity instead of Carplay route when CarPlay is navigating

Microphone indicator remains active if CarPlay is disconnected during Siri session

Not connecting

Loss of phone and radio audio, but chimes can be heard

When playing music through wired CarPlay, and you receive phone call after hanging up when adjusting volume it will be stuck on adjusting phone volume and not music volume

Wired CarPlay is not resumed after cold IGN cycle

Apps -

Cadillac escalade V-series only: Performance timer not working in Long wheel base (LWB).

Automatic Park Assist -

Camera Viewport partially visible on APA screen

Audio -

Lost media audio and VR/Phone call audio after source switch

Audio cuts out each time drive mode is pressed

Audio did not resume after mute/unmute

Audio doesn't work but chimes do

Audio is crackling

Choppy audio (Cadillac only)

FM tuner audio muted at start up

Lost Audio after DIC notification

The Max Volume at Start up setting is seemingly not working as expected.

No Audio after ending OnStar call

No Audio at start up

Phone audio and radio audio inop. Chime ok.

Audio source -

Switching Audio source doesn't work properly

Black screen -

Blackscreen on radio display for few seconds

Bluetooth -

"Unable to delete or disconnect Bluetooth through connections page"

Camera -

"Backup camera view flickering between front and rear views"

Black screen when shifting from R to P

Camera app inop when switching to reverse or clicking camera icon

Camera App launched with Video Feed and Buttons but no background in Reverse from APA app

Camera app not launching from FCC or main screen. RVC ok

Camera image shows wrong vehicle

Camera performance

Camera View Stuck After Pressing 360 Hard Button, Recovered During Drive
delayed camera bring up

Green camera feed/picture is displayed in the top-down views

HMI covers the Rear View for half a second Inop

No rear camera

No RVC - Red Camera Icon

RPO 9C1 only - Ignore the RVC min Brightness when gear is valid but not in reverse.

RVC black screen

"The camera view and menu will display after 12s when switching gear from P to R after long boot cycle."

Turn signal camera background is transparent

When in reverse wrong view is displaying

Cluster -

Frequent Dimming of Cluster when on Active Bluetooth call
"After ignition cycle cluster is displaying map view first and later changing to single gauge view"
Black screen
Cluster Display EV on ICE Vehicle
"Cluster speedometer is covered by Audio Source and Recent Calls list pop-up (8 inch cluster only)"
Does not show 10th gear
False Jack Knife Alert, incorrect TAA after shifting to reverse
"Rear Pedestrian Collision Alert when setting gear into Reverse in Backing up APA page"
Red Jack-Knife Alert dismissed by automatic view change
"The Trailer alert cannot display in cluster when sending related signal"
(Buick and Cadillac only) left side of cluster touch inop
Right side of cluster audio metadata disappears

Connectivity -

Inop

Display -

Background Theme mismatch between IPD and VCD after USB SW flash
Settings app icon disappear on home screen
after unlocking profile, the home screen is empty
Black screen after updating the radio
Black screen
Black screen is stuck when shifting from reverse to park
"Buttons change volume but volume level not visible when changing using steering wheel controls."
Default theme is not applied on the VCU home screen
Display Brightness does not return to Day Mode from Night Mode
GMC Approach Animation disables on driver door close
When launching Video application, video metadata or empty card will be shown in custom home page
The FCC and RCC may take longer to come on than other displays
The theme color of apptray will change to blue after factory reset.
Themes app showed up itself on Home screen and not changing theme properly
Wrong theme is shown when selecting a different theme
After ending a call via Bluetooth the infotainment screen went completely black for approximately 30 seconds

Front command center (Escalade and Escalade IQ Only) -

Black screen
"FCC keyboard does not dismiss when navigating away from text prompt with MFC"
Keyboard does not display
Keyboard stuck 5s and FCC black 2s when taping hide keyboard button on FCC
"Keyboard Unavailable while driving"" is displayed in FCC when in park and vehicle is not moving
When in infotainment mode only "IGN off" the FCC will be blank
Unable to change FCC View layout. Only HVAC, LKA and camera functions are working and does not recover after an ignition cycle

Front camera -

Black screen

Geofence -

Ride height location is saved and no other popup is displayed

HUD -

Black screen

The Onstar Advisor call icon and text displayed on the AR HUD are too small.

HVAC -

Bottom row HVAC controls not shown on center display - recovered with touching camera app icon
Fan speed cannot be controlled using google Assistant voice command
HVAC hard buttons amber indicators doesn't dim in night time mode with dimming control switch.

MFC -

MFC not working on main screen

Pop up notification for using the MFC may not show up on screen and appears to be a touch screen inop concern

MyBrand App -

Unable to come out of full screen dialog with spinner from Payment App after clicking on Buy now for a data plan from MyBrand Store

MyCadillac App only -

In vehicle notifications options time out while loading. (using Sign In with Mobile App)

Radio -

False setting of overtemperature warning

Rear command center (Escalade and Escalade IQ Only) -

Black screen

Reboot

Software update -

OTA to enable power door options, the menu did not populate until after a cold boot

Vehicle cannot receive updates to uOTA client app when it has any updates/enhancements available at GM back office to be delivered to vehicle.

Stability -

Reboot

Full shutdown instead of suspend mode- full cold boot will take longer than resume

Slow boot up

VCU taking too long to boot up and go into Reverse Camera

Steering wheel controls -

Steering wheel next/previous track buttons stopped working

Steering wheel scroll wheel changes audio station in opposite direction from which the user is scrolling.

Themes -

The themes app is missing and has different theme/ background colors on cluster and ICS screens.

Trip Odometer -

Trip Odometer value not resetting when pressing reset button

Ultra cruise -

Ultra Cruise showing up on the Settings App Info when it is disable

Vehicle status -

The left rear Trailer Tire Pressure/Trailer Tire Temperature High alert is not displayed next to the left rear wheel

No vehicle image

Virtual controls -

blocked from exiting key fob pairing or from starting a new pairing process

Child Safety Locks is setting mismatch message on the center display when hitting the CSL button

Customer will see "Vehicle Guide" app on IHU home screen and upon clicking it, the myBrand app will crash because we are still in implementation phase for Vehicle Guide

Heated seat button inop

Hidden Ambient Lighting

"Inoperative wireless charging buttons showing up in open driver door on approach"

Lane keep assist defaults to off on startup

MYBRAND app visibility

The keyboard may not appear when trying to type on the screen

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
* 3486468	Verify various radio concerns	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	04/02/2025 - Created On.