



Preliminary Information

PIT6248A Touch Screen Unresponsive

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	LYRIQ	2023 - 2025	All	All	All	All
Chevrolet	Blazer EV	2024 - 2025	All	All	All	All
Chevrolet	Colorado	2023 - 2025	All	All	All	All
Chevrolet	Equinox	2025	All	All	All	All
Chevrolet	Equinox EV	2024 - 2025	All	All	All	All
Chevrolet	Traverse (All New)	2024 - 2025	All	All	All	All
Chevrolet	Silverado EV	2024 - 2025	All	All	All	All
GMC	Acadia	2024 - 2025	All	All	All	All
GMC	Canyon	2023 - 2025	All	All	All	All
GMC	Sierra EV	2024 - 2025	All	All	All	All
GMC	Terrain	2025	All	All	All	All

Involved Region or Country	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
Additional Options (RPO)	IVD and IVE
Condition	Some customers may comment that their touch screen will recognize a touch input but the radio will not response.
Cause	This may be due to a software anomaly

Correction:

Please do not replace any parts at this time.

Engineering is currently investigating

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.

The PI will be updated or replaced with TSB once a determination has been made.

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	2
Modified	10/04/2024 - Created On. 04/17/2025 - Updated Model Years and Models.