



# Service Bulletin

Bulletin No.: PIT6248B

Date: November, 2025

## PRELIMINARY INFORMATION

**Subject: Touch Screen Unresponsive**

| Brand:    | Model:       | Model Year: |    | VIN: |     | Engine: | Transmission: |
|-----------|--------------|-------------|----|------|-----|---------|---------------|
|           |              | from        | to | from | to  |         |               |
| Buick     | Envision     | 2024        |    | All  | All | All     | All           |
| Cadillac  | LYRIQ        | 2023 - 2025 |    | All  | All | All     | All           |
| Chevrolet | Blazer EV    | 2024 - 2025 |    | All  | All | All     | All           |
| Chevrolet | Colorado     | 2023 - 2024 |    | All  | All | All     | All           |
| Chevrolet | Equinox EV   | 2024 - 2025 |    | All  | All | All     | All           |
| Chevrolet | Silverado EV | 2024        |    | All  | All | All     | All           |
| GMC       | Canyon       | 2023 - 2024 |    | All  | All | All     | All           |
| GMC       | Sierra EV    | 2024        |    | All  | All | All     | All           |

|                                   |  |
|-----------------------------------|--|
| <b>Involved Region or Country</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>Additional Options (RPO)</b>   | IVD and IVE  |
| <b>Condition</b>                  | Some customers may comment that their touch screen will recognize a touch input but the radio will not "respond"   |
| <b>Cause</b>                      | 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.    |

|          |  |
|----------|--|
| Version  | 3  |
| Modified | 10/04/2024 - Created On.<br>04/17/2025 - Updated Model Years and Models.<br>11/11/2025 - Updated Vehicle list and reference bulletin |

