



## Preliminary Information

### PIT5790A Radio Resets Or Reboots After Changing Volume Or Volume Appears Non-Responsive Then Changes Unwanted

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CT6	2019	All VINs starting with LSG	All	All	All
Cadillac	CT6	2019 - 2020	All VINs starting with 1G6	All	All	All
Cadillac	XT4	2019	All	All	All	All
Chevrolet	Blazer	2019	All	All	All	All
Chevrolet	Camaro	2019	All	All	All	All
Chevrolet	Colorado	2019 - 2021	All	All	All	All
Chevrolet	Equinox	2019 - 2021	All	All	All	All
Chevrolet	Malibu	2019 - 2020	All	All	All	All
Chevrolet	Silverado	2019	All	All	All	All
Chevrolet	Volt	2019	All	All	All	All
GMC	Canyon	2019 - 2021	All	All	All	All
GMC	Sierra 1500	2019	All	All	All	All
GMC	Terrain	2019 - 2021	All	All	All	All
GMC	Acadia	2019	All	All	All	All

Involved Region or Country	North America, Europe, Russia, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Thailand, Australia/New Zealand, Egypt, Africa
Additional Options (RPO)	Equipped with IOS, IOU, or IOT
Condition	<p><b>Customers may comment on one or more of the following symptoms:</b></p> <ul style="list-style-type: none"> <li>At times when changing the radio volume with the volume knob or steering wheel controls the radio may reset or reboot itself. While the condition is intermittent, when this occurs the condition will often be repeatable every time the volume is changed.</li> <li>At times the radio may not immediately respond to changing the radio volume, then 10+ seconds later volume changes. Because of this delayed response to volume changes, the customer may comment that the volume is changing on its own. The radio may freeze, reset, or reboot seconds or minutes after this condition occurs.</li> </ul> <p>These conditions may have been temporarily resolved by reprogramming radio software or by radio replacement in a previous repair but would return at a later time exactly as they were occurring previously. Conditions that are not identical to what occurred prior to radio programming or replacement do not apply this PI.</p>
Cause	Unknown, Engineering is investigating the root cause of this concern.

Correction:

Engineering is analyzing parts, attempting to replicate and root cause the condition. Do not replace parts for this as it will not resolve the condition permanently

Once Engineering has identified the root cause this PI will be updated with any additional details available.

Service Procedure:

**Note:** Any recurring symptoms or conditions that are different than what occurred prior to radio programming or replacement do not apply to this PI. Refer to SI for additional diagnostics.

Do not replace parts for these conditions as it will not provide any permanent correction. Obtain as many details as possible from the customer on what happened before, during, and after the concerns and submit a Field Product Report (FPR). If video of the condition is available, please include that in the FPR as well.

If concerns occur that are not outlined in this PI then this PI does not apply, and the technician should continue their diagnosis of the customer's concerns.

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
3487178	Radio resets when volume is changed	.3
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	2
Modified	11/05/2020 - Created on. 12/17/2020 - Updated to add model years.



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