Preliminary Information

PIT5977F Device Is Starting Message On Radio - No Audio Then Loud Audio

Proactive

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado	2022 - 2023	All	All	All	All
Chevrolet	Silverado HD	2024	All	All	All	All
Chevrolet	Suburban	2022 - 2023	All	All	All	All
Chevrolet	Tahoe	2022 - 2023	All	All	All	All
GMC	Sierra	2022 - 2023	All	All	All	All
GMC	Sierra HD	2024	All	All	All	All
GMC	Yukon	2022 - 2023	All	All	All	All
GMC	Yukon XL	2022 - 2023	All	All	All	All

|	
Involved Region or Country	GME, GMIO, GMNA, GMSA and Holden.
Additional Options (RPO)	IOK
Condition	Condition: Condition 1: Some customers may comment that audio goes to max at start-up or during the drive cycle AND the customer is able to adjust the volume back down WITHOUT a key cycle or system reboot.
	Condition 2: Customer may also comment about a "Device is starting" message that comes across the radio screen.
	These conditions may happen at the same time.
	They may also comment that the audio cut out before this message shows up, and when the audio returns it is louder than before the incident.

| Cause	This may be caused by a software anomaly.

Correction:

For vehicles with an active data plan

Step 1: Dealers need to verify that Google Play Service is installed by going into Settings >> Apps and Permissions >> Show all apps >> find Google Play Services
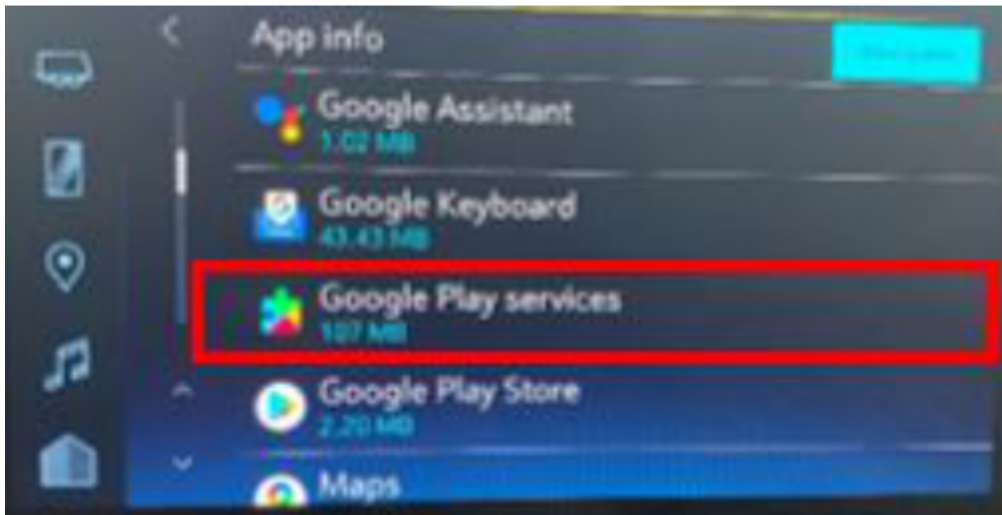

Step 2: If Google Play Services is NOT available or has a software version below 23.06.15 the system MUST be reset, and the customer must go through the Google setup wizard.

If Google Play services is available check the software version by clicking Google Play Service and checking the version. See example below.
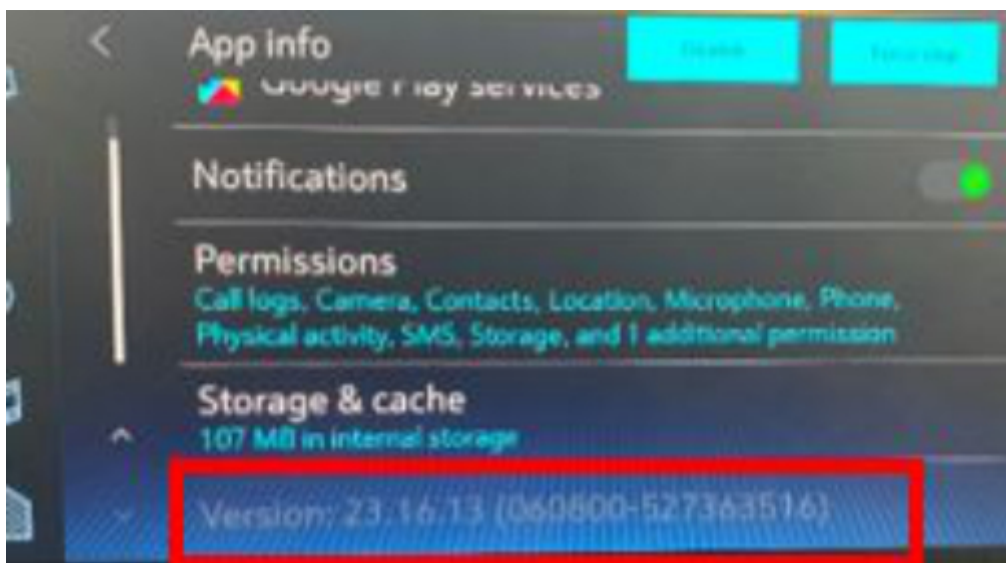
Step 3: To reset the system, go to settings >> System >> Reset Options >> Erase Infotainment Data >> Press Erase. Inform the customer that the system will go back to factory settings.

Step 4: Once the system is reset follow the setup by ACCEPTING Google services and signing into a Google account.
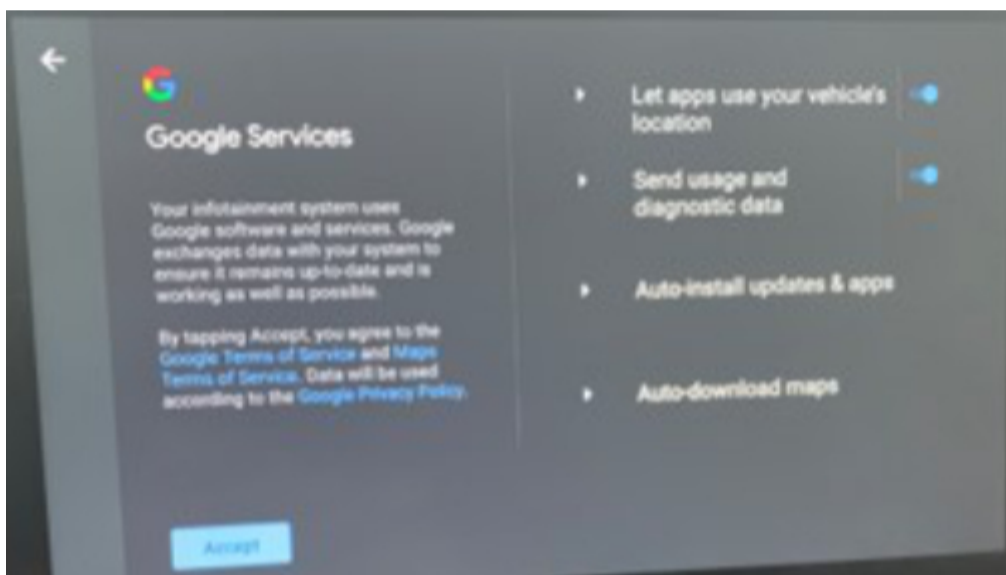
Continue through the setup and once complete all the apps will update and you should see a screen like the one below.
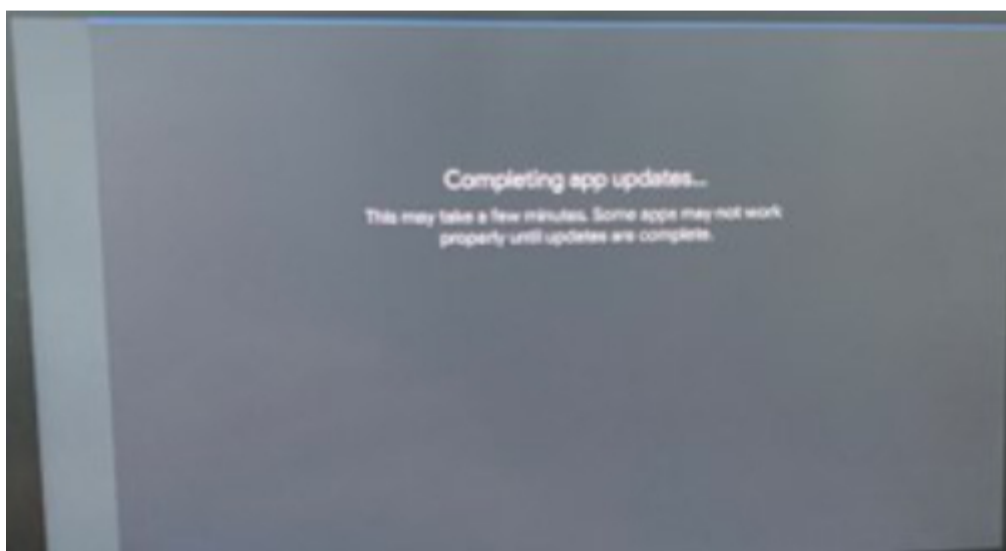
Final step: Verify that Google Play Services has been installed by going into Settings >> Apps and Permissions >> Show all apps >> find Google Play Services

If vehicle doesn't have any active data plan, please follow below steps

1. Perform Erase Infotainment data by navigating to Setting>>System>>Reset Options>>Erase infotainment data.
2. Once screen comes up, press the HOME button and go to Settings>>Connections>>Wifi Network>>Connect Radio to external network for the data connectivity
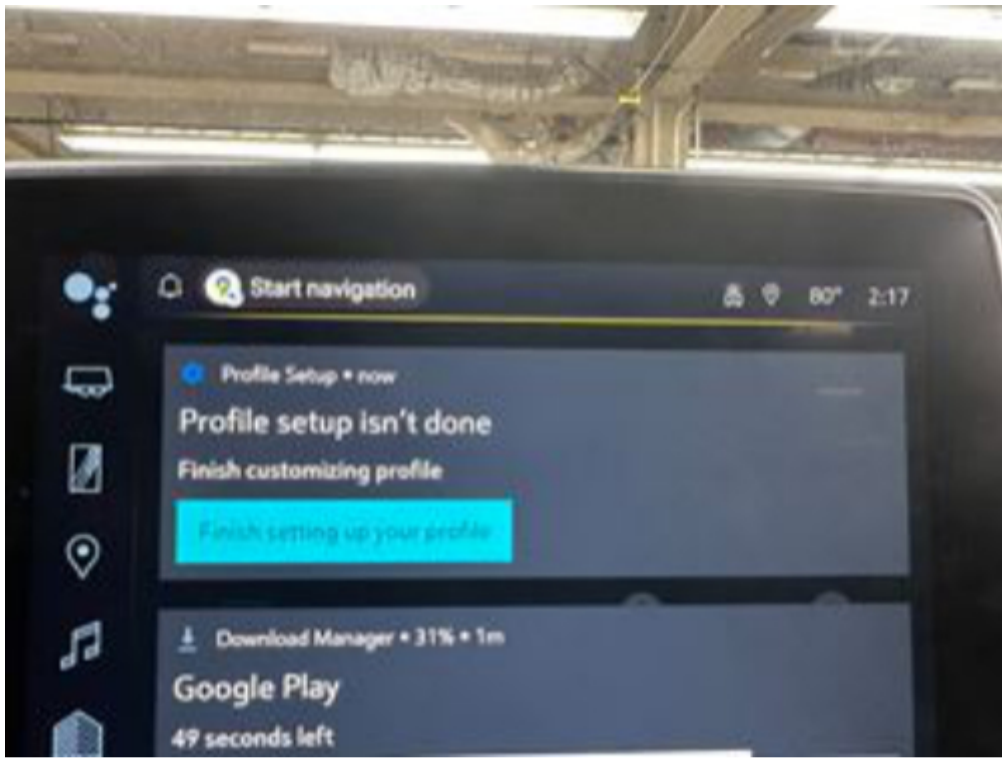
3. Go to bell icon on top of the notification bar and select "Finalize your profile setup " and then accept the Google Terms and then follow each step of the Google Setup Wizard.
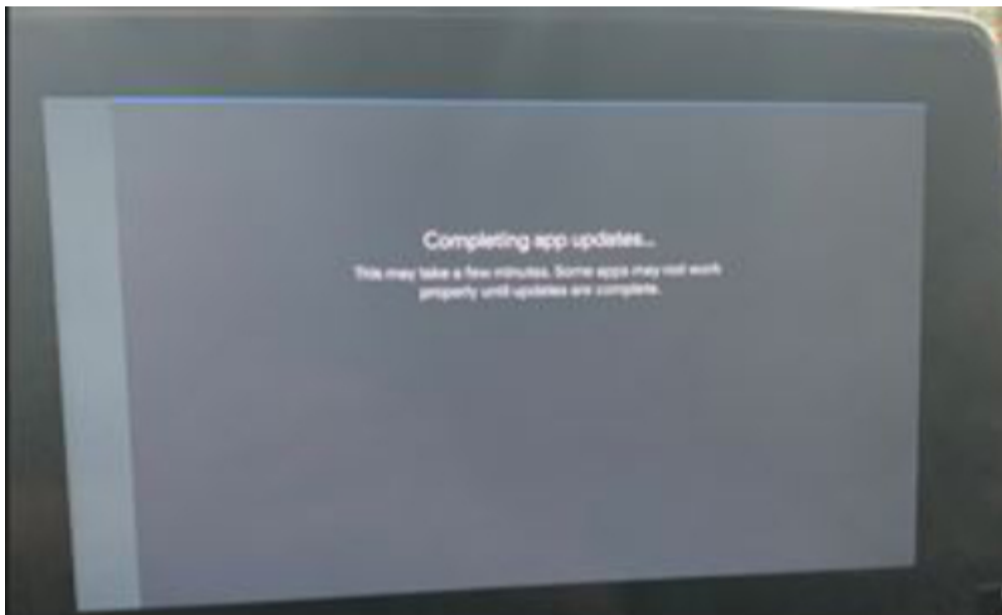
A. Accept Google terms
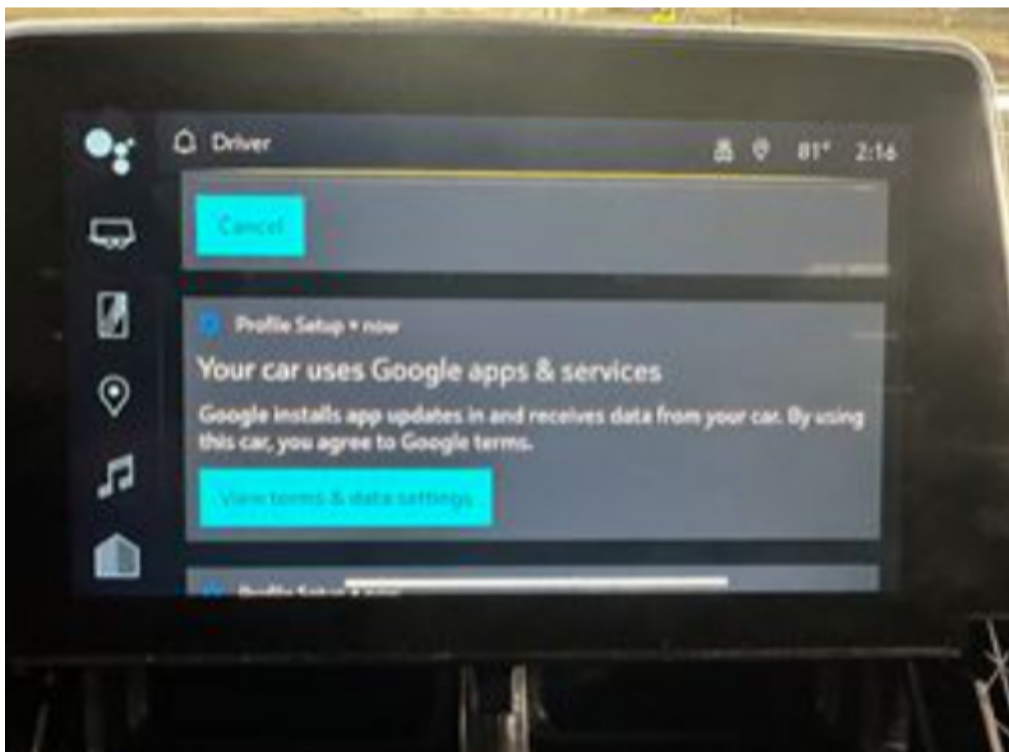
B. Complete setup by finishing profile setup

C. **Final screen before set up is complete**

4. **Final step: Verify that Google Play Services has been installed by going into Settings >> Apps and Permissions >> Show all apps >> find Google Play Services.**

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
3487848	Erasing Information data and Verify Google Play Services is Installed and Up to Date	0.5 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	7
Modified	02/01/2023 - Created on. 03/13/2023 - Updated correction section. 03/31/2023 - Updated correction and Admin details 04/07/2023 - Updated correction and Admin details

05/22/2023 - Updated to change correction
06/01/2023- Updated to add 24 MY HD trucks and instructions for vehicle with no data
06/19/2023 - Updated Regions.