



# Preliminary Information

## PIT6111 Black or Blank Screen After Programming Or USB Updating The A11 Radio

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Lyriq	2024		All	All	All
Cadillac	XT4	2024		All	All	All
Chevrolet	Blazer EV	2024		All	All	All
Chevrolet	Silverado EV	2024		All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IVD and IVE
Condition	Technicians may comment that the radio display is blank or black after programming the radio
Cause	Improper programming of the A11 Radio

Correction:

Based on previous cases we have seen where programming has been done out of sequence, please refer to the bullet below that best describes your circumstance.

1. LCDD Data provision was completed, but SPS programming was performed before USB – Contact Techline. This radio can be recovered via VCI. Once a VCI reprogram is successful, this will recover the radio to a previous calibration version. Follow A11 Radio programming instructions to update the radio in Service Information.
2. LCDD Data provisioning was not performed and the radio was SPS programmed - replace the A11 Radio.
3. LCDD Data provisioning was not performed and the radio was USB updated - replace the A11 Radio.

Replacement A11 Radio's can also have black screens when installed and keyed on. This is due to the radio not being programmed. Please perform the USB file transfer for the A11 radio and the status bar should appear on the radio display indicating it is updating.

**Note – If the radio shows "Recovery mode, calibrate device" reprogram the A11 radio using SPS2.**

Warranty Information

Version History

Version	1
Modified	01/12/2024 - Created On.



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