



Preliminary Information

PIT6076A Intermittent But Frequent Black Screens On IOK Radio

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)	2022	All	All	All	All
Chevrolet	Silverado 1500	2023 - 2024	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 1500 New (RPO J22, VIN Digit 5 = H / U)	2022	All	All	All	All
GMC	Sierra 1500	2023 - 2024	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

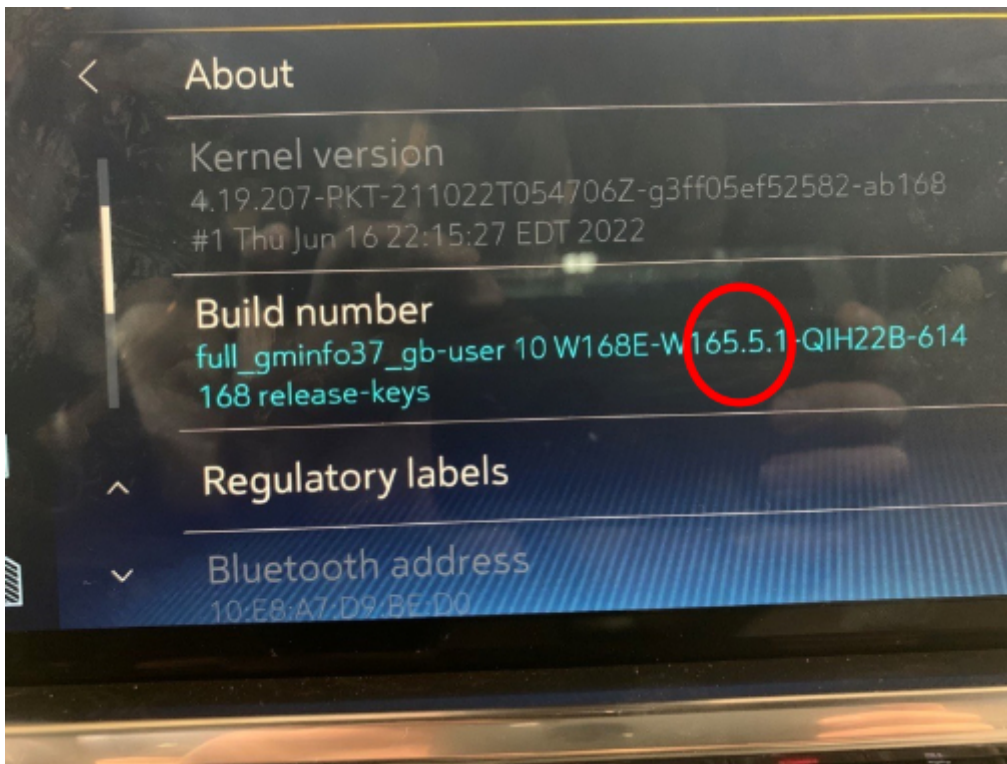
Involved Region or Country	North America
Additional RPO	IOK
Condition	Customers may notice a black screen on their radio display. This can happen for a period of a couple seconds or the entire ignition cycle.
Cause	Engineering is aware of the issue and investigating.

Correction:

Confirm with the customer the frequency of the black screen.

We are targeting vehicles with multiple black screens in one week.

If so, inspect the current radio software version. Navigate to Settings -> About -> Build Number -> Information "i" to view and verify the software version.



Note: the picture above is an example for where to look for the software version number, The version pictured (W165) would not apply to this bulletin.

If the build number is not equal to Y171 please follow [23-NA-183](#) and update the radio via USB programming and reevaluate for the concern.

If the concern is not corrected please contact TAC and start a case referencing this PI.

Dealers are not to replace the radio at this time and are asked to verify concern

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
3487998	Verify intermittent black display screen on IOK radio	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	2
Modified	10/20/2023 - Created on. 02/26/2024 - Updated to change software number and correction.



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