



**Bulletin No.:** PIT6209C

**Published date:** 11/1/2024

## Preliminary Information

### PIT6209C Update Failed See Dealer to Restore System Screen Recovery

#### Models

<b>Brand:</b>	<b>Model:</b>	<b>Model Years:</b>	<b>VIN: from to</b>	<b>Engine:</b>	<b>Transmissions:</b>
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)	2022	All All	All	All
Chevrolet	Silverado 1500	2023 - 2025	All All	All	All
Chevrolet	Silverado HD	2024 - 2025	All All	All	All
Chevrolet	Suburban	2022 - 2024	All All	All	All
Chevrolet	Tahoe	2022 - 2024	All All	All	All
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)	2022	All All	All	All
GMC	Sierra 1500	2023 - 2025	All All	All	All
GMC	Sierra HD	2024 - 2025	All All	All	All
GMC	Yukon	2022 - 2024	All All	All	All
GMC	Yukon XL	2022 - 2024	All All	All	All
GMC	Hummer EV Pickup	2022 - 2025	All All	All	All
GMC	Hummer EV SUV	2024 - 2025	All All	All	All

<b>Involved Region or Country</b>	<b>North America</b>
<b>Additional Options (RPO)</b>	<b>Equipped with Radio RPO IOK.</b>
<b>Condition</b>	<b>A customer might bring the vehicle in with radio showing a vehicle and an arrow pointing to a wrench. The recover method in <a href="#">Radio Malfunction</a> may not work.</b>
<b>Cause</b>	<b>The cause of the condition may be software anomalies.</b>

#### Correction:

**\*NOTE this concern is not caused by a failed Over The Air (OTA) update**

**Follow the instructions below to create a file that may recover the A11 radio and allow updating it.**

**1. Install a 16GB OR 32GB Type C USB drive formatted to FAT32 into the computer.**

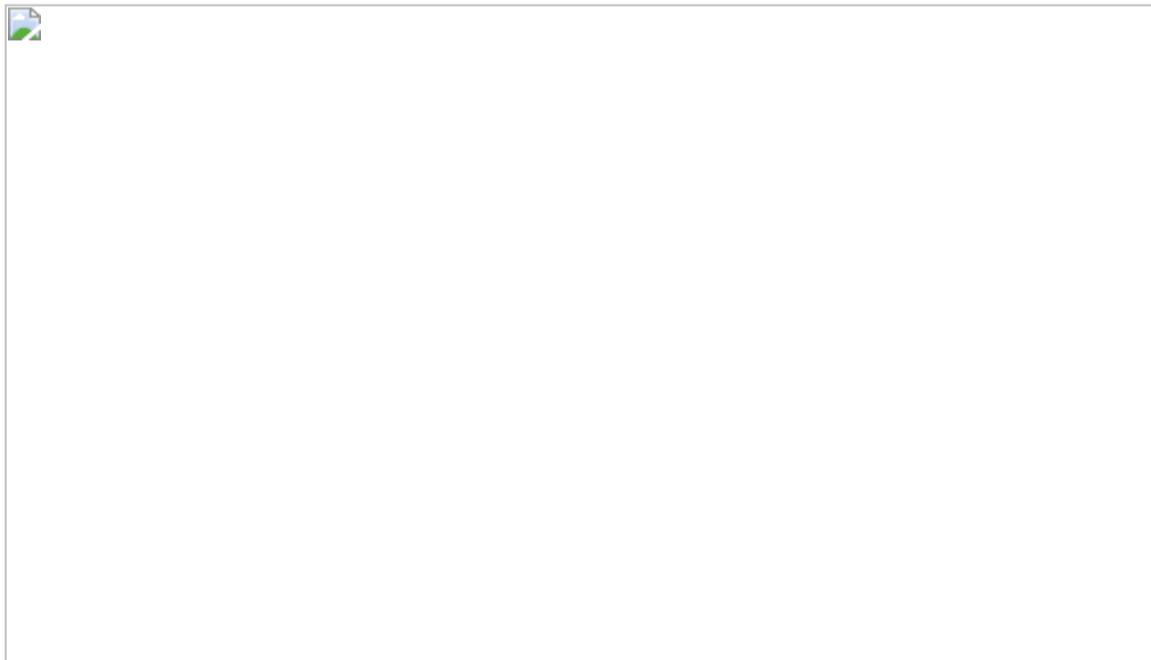
**2. Open the USB drive on the computer in File Explorer.**

**3. While in File Explorer, ensure "File name extensions" are check marked (enabled). Renaming the file extension below will not be able to complete with this setting disabled.**

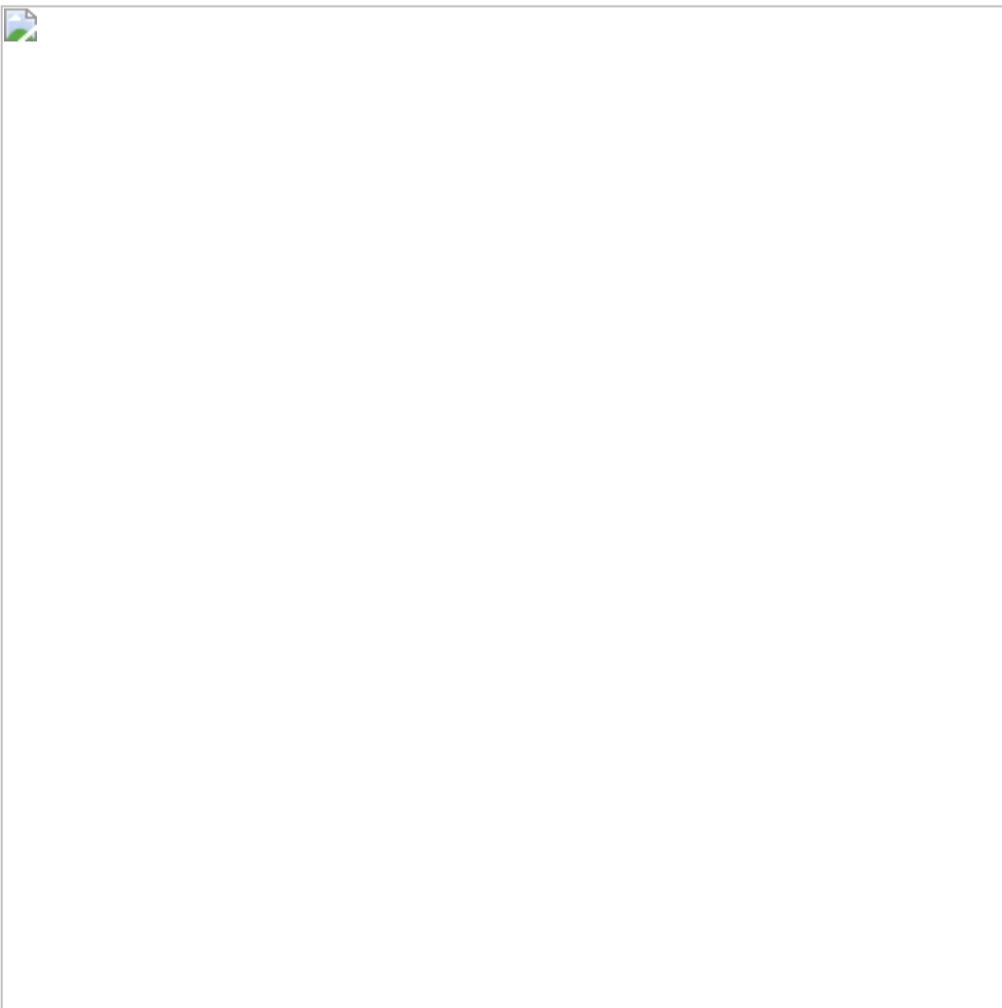
**3.1 Windows 10, select "View" then "File name extensions".**



**3.2 Windows 11, select "View", "Show" then "File name extensions".**



**4. Right "Click" in the blank space and select "New" then "Text Document".**

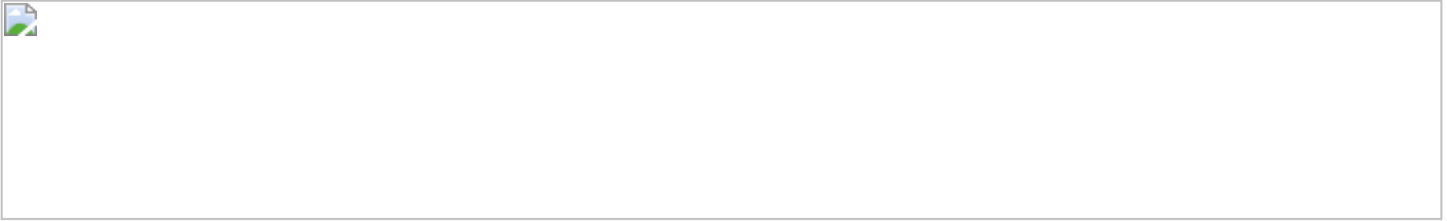


**5. File Explorer will give you the option rename the "New Text Document.txt" file.**

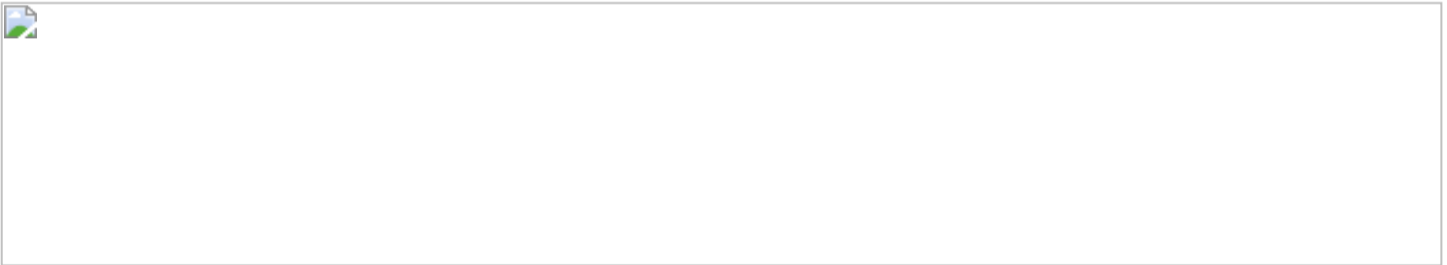
**6. Rename the "New Text Document.txt" file to "Z21fcmVib290X25vcm1hbA==".**

**Note: Make sure to remove the ".txt" extension.**

**7. Pop up message to confirm if you want to change the file extension, click "Yes".**



8. After the file is created, the "Type" field should show "File" instead of "TXT File" as it originally did. The size of the "File" should be 0KB.



9. Safely "Eject" the USB drive from the computer once completed and make sure the vehicle ignition is in the run position and connect the USB drive to the vehicle. After 10 seconds the radio should reboot.

10. Perform normal [A11 Radio: Programming and Setup](#)


### 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
2887838	Recover IOK radio from Radio Malfunction Screen	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

### Version History

Version	4
Modified	<b>07/24/2024 - Created on. 10/17/2024 - Updated to change title and add model year. 10/18/2024 - Updated to add model year. 11/01/2024 - Updated to add Hummer EV truck and SUV</b>

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