



Bulletin No.: PIT6317

Published date: 01/14/2025

Preliminary Information

PIT6317 See Dealer Screen After An Update

Models

Brand:	Model:	Model Years:	VIN: from to	Engine:	Transmissions:
Brightdrop	Zevo 400	2024 - 2025	All All	All	All
Brightdrop	Zevo 600	2024 - 2025	All All	All	All
Buick	Enclave	2025	All All	All	All
Cadillac	CT5	2025	All All	All	All
Cadillac	Escalade IQ	2025	All All	All	All
Cadillac	LYRIQ	2023 - 2024	All All	All	All
Cadillac	XT4	2024 - 2025	All All	All	All
Chevrolet	Blazer EV	2024	All All	All	All
Chevrolet	Colorado	2023 - 2024	All All	All	All
Chevrolet	Equinox	2024	All All	All	All
Chevrolet	Equinox EV	2024	All All	All	All
Chevrolet	Silverado EV	2024 - 2025	All All	All	All
Chevrolet	Traverse All New	2024	All All	All	All
GMC	Acadia	2024	All All	All	All
GMC	Canyon	2023 - 2024	All All	All	All
GMC	Sierra EV	2025	All All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IVD and IVE
Condition	<p>Some customers may state that they were installing an Over The Air update and now have a screen that says to see the dealer with a wrench and a vehicle.</p> <p>This same screen may appear when trying to perform a USB update to the A11 Radio.</p>
Cause	Engineering has identified a hardware concern preventing the update from completing.

Correction:

Is the image of a wrench with a vehicle seen on the screen, as shown in the Radio Malfunction diagnostic procedure?

Can it be confirmed that an update was being performed before this screen appeared?

If there was an update being done, replace the A11 Radio.

If there was not an update, perform diagnostics regarding the Radio Malfunction procedure.

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
3420840	Radio Replacement	Use Published Labor Operation Time
2810335	Radio Reprogramming With SPS	Use Published Labor Operation Time

Version History

Version	1
Modified	01/13/2025 - Created On.

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