



**Bulletin No.:** PIT6335

**Published date:** 02/19/2025


## Preliminary Information

### PIT6335 Cluster Showing EV Gauge Layout - No Audio - Rearview Camera and SuperCruise Inoperative

#### Proactive

#### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Enclave	2025	All	All	All	All
Buick	Envision	2024 - 2025	All	All	All	All
Cadillac	CT5	2025	All	All	All	All
Cadillac	Lyriq	2023 - 2025	All	All	All	All
Cadillac	Escalade IQ	2025	All	All	All	All
Cadillac	Escalade	2025	All	All	All	All
Cadillac	Escalade ESV	2025	All	All	All	All
Cadillac	Optiq	2025	All	All	All	All
Cadillac	XT4	2024 - 2025	All	All	All	All
Chevrolet	Blazer EV	2024 - 2025	All	All	All	All
Chevrolet	Colorado	2023 - 2024	All	All	All	All
Chevrolet	Equinox	2025	All	All	All	All
Chevrolet	Equinox EV	2024 - 2025	All	All	All	All
Chevrolet	Tahoe	2025	All	All	All	All
Chevrolet	Traverse	2024 - 2025	All	All	All	All
Chevrolet	Silverado EV	2024 - 2025	All	All	All	All
Chevrolet	Suburban	2025	All	All	All	All
GMC	Acadia	2024 - 2025	All	All	All	All
GMC	Canyon	2023 - 2024	All	All	All	All
GMC	Sierra EV	2024 - 2025	All	All	All	All
GMC	Terrain	2025	All	All	All	All
GMC	Yukon	2025	All	All	All	All
GMC	Yukon XL	2025	All	All	All	All

<b>Involved Region or Country</b>	<b>United States, Canada, Mexico, Europe, Uzbekistan, Middle East, Israel, Palestine, Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Peru (West), S. Korea, China GMPI, Phiippines, Australia/New Zealand</b>
<b>Additional Options (RPO)</b>	<b>IVD and IVE</b>
<b>Condition</b>	<p><b>Some customers or technicians may comment that after a jump start event due to a dead 12 volt battery, their cluster now displays information as below.</b></p>  <p><b>They may also comment there is no audio, no rearview camera and if equipped, SuperCruise.</b></p> <p><b>You may also see when the hood is opened, the vehicle icon displayed is a Chevrolet Colorado.</b></p>
<b>Cause</b>	<b>The cause is due to a software anomaly.</b>

**Correction:**

**Please USB update the radio and reprogram it.**

**The cluster will recover to display the correct layout.**

**Audio, rearview camera and if equipped, SuperCruise will also return.**

**Do not replace the A11 Radio or cluster display for this condition.**

**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.**

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
<b>*2880057</b>	<b>USB update and reprogram A11 radio due to cluster showing EV gauge layout</b>	<b>1 Hr.</b>
<b>*This is a unique Labor Operation for Bulletin use only.</b>		

**Version History**

<b>Version</b>	<b>1</b>
<b>Modified</b>	<b>02/17/2025 - Created.</b>

