



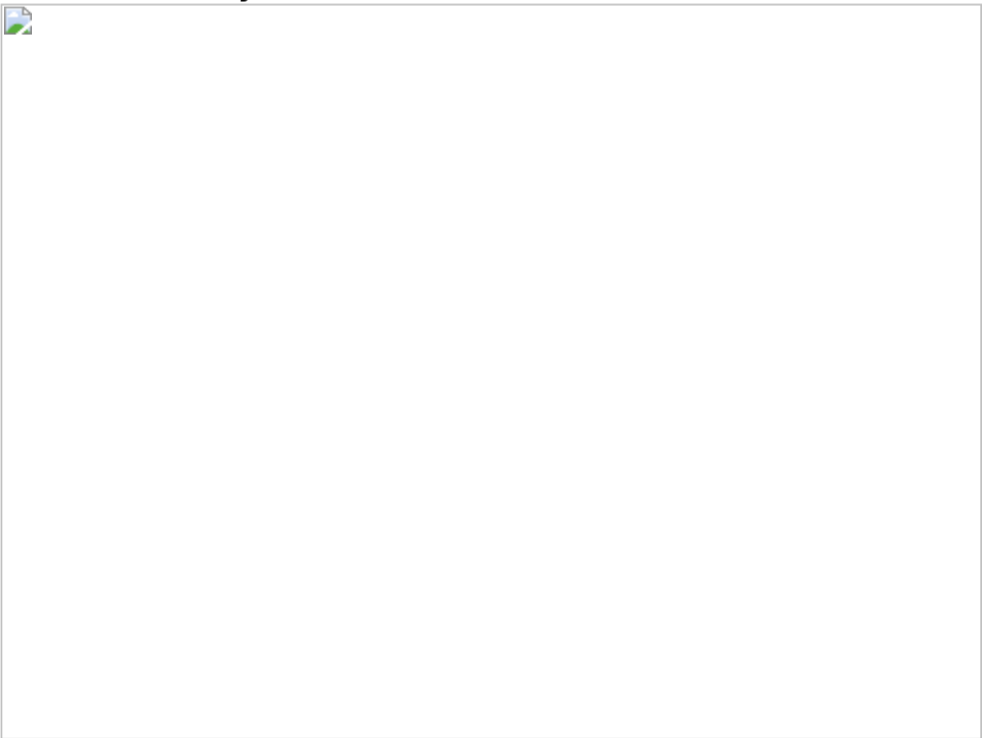
**Bulletin No.:** PIT6209G  
**Published date:** 03/27/2025

## Preliminary Information

### PIT6209G 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	Corvette	2024 - 2025	All All	All	All
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

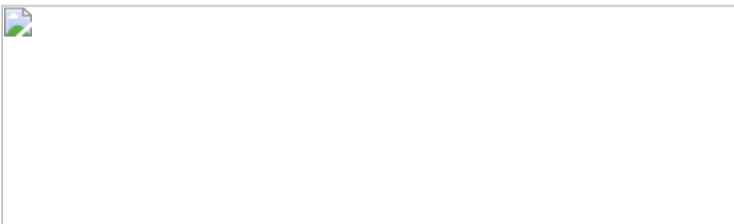
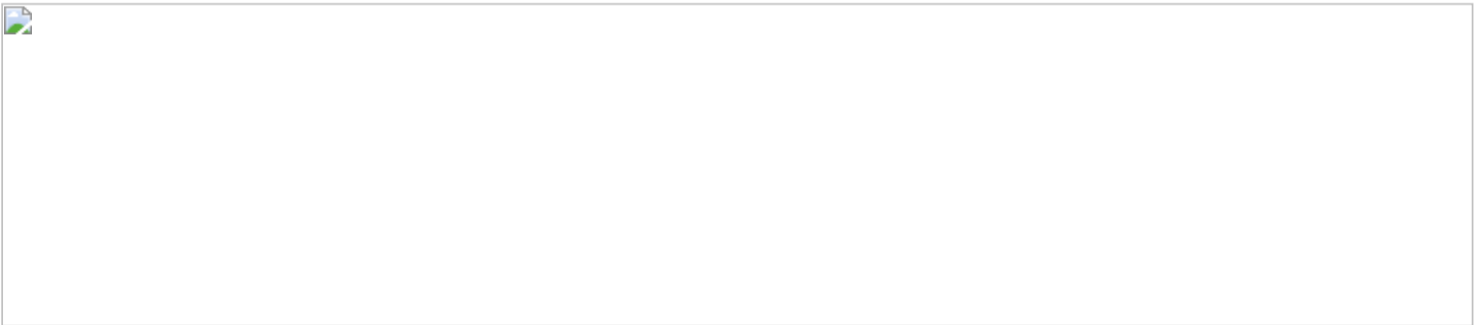
<b>Involved Region or Country</b>	<b>North America</b>
<b>Additional Options (RPO)</b>	<b>Equipped with Radio RPO IOK.</b>
<b>Condition</b>	<p><b>A customer might bring the vehicle in with radio showing a vehicle and an arrow pointing to a wrench. The recover method in Radio Malfunction may not work.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

#### Correction:

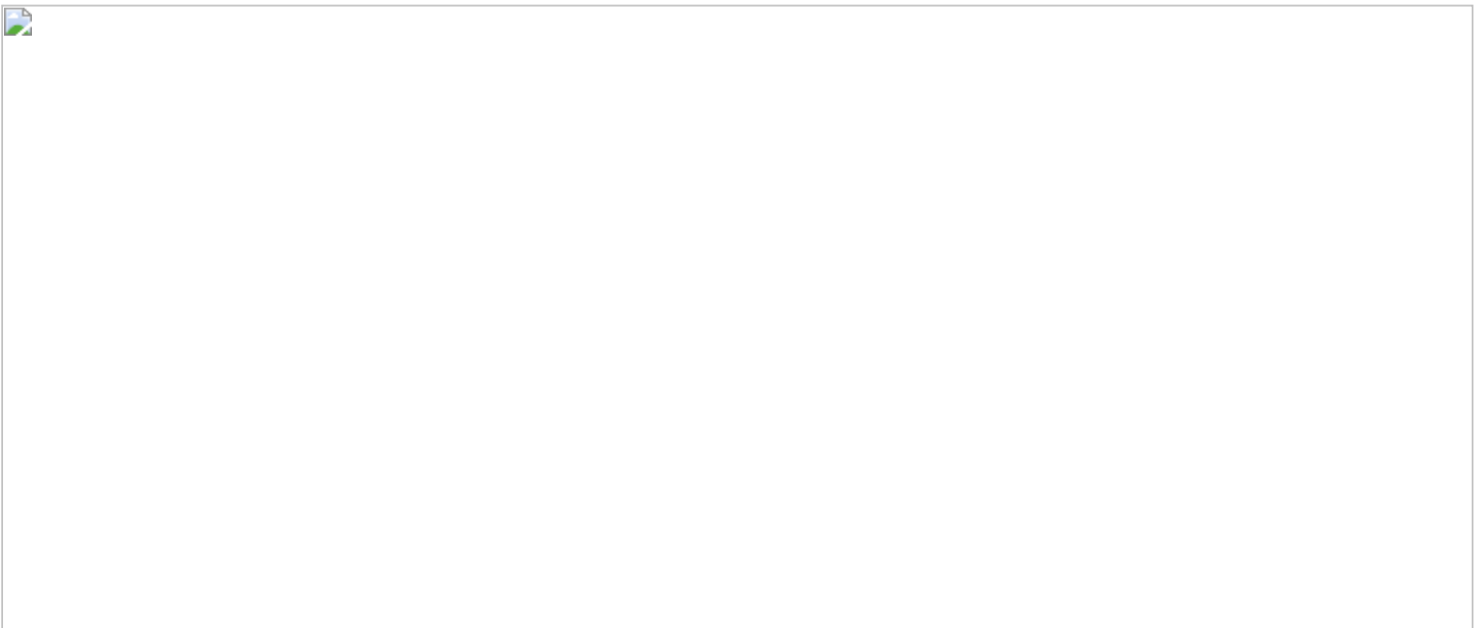
**\*NOTE: This concern is not caused by a failed Over The Air (OTA) update**

**\*NOTE: Perform the procedure below prior to replacing any A11 radio if necessary.**

**1. Using Service Programming, select the A11 radio, "\*ONLY USE if following PIT6209 instructions\*" option, Normal.**



**2. Next, connect the USB to the PC.**



**3. Select the USB.**



**4. Selecting Yes will erase all data on the USB.**



**5. The File Part number screen will be next.**



**6. USB drive will be cleared and reformatted.**



**7. Now the reprogramming message will be present.**



**In the vehicle, once the process has started with the USB drive connected, you will see a screen with a blue progress bar. It should start automatically.**

**The display may go blank and the radio may restart multiple times.**

**Please do not remove the USB stick from the vehicle or turn the vehicle off until the Home screen is shown.**

**The Home screen indicates the process successfully completed.**



After the Home Screen is shown, USB update and reprogram the A11 radio.

**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
2880007	Performing USB Wipe of radio to restore function	0.5 Hr.
*This is a unique Labor Operation for Bulletin use only.		

**Version History**

Version	8
Modified	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 Models. 12/02/2024 - Updated Models. 01/10/2025 - Updated Correction and Labor Operation. 02/20/2025 - Updated Correction and added picture. 03/27/2025 - Updated Correction.