



**Bulletin No.:** PIC6602B

**Published date:** 05/13/2025

# Preliminary Information

## PIC6602B IOK Radio Issues

### Models

<b>Brand:</b>	<b>Model:</b>	<b>Model Years:</b>	<b>VIN:</b> from to		<b>Engine:</b>	<b>Transmissions:</b>
Chevrolet	Corvette	2024 - 2025	All	All	All	All
Chevrolet	Silverado	2022 - 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	2022 - 2025	All	All	All	All
GMC	Sierra HD	2024 - 2025	All	All	All	All
GMC	Yukon	2024 - 2024	All	All	All	All
GMC	Hummer EV	2022 - 2025	All	All	All	All

<b>Involved Region or Country</b>	<b>United States</b>
<b>Condition</b>	<p><b>Customers may comment of:</b></p> <ul style="list-style-type: none"> <li>• <b>No audio concerns.</b></li> <li>• <b>Blank, Black, Freezing/Frozen, or Glitching Display screen.</b></li> <li>• <b>"Return to Dealer" or "Demo Mode" message on the display.</b></li> </ul>
<b>Cause</b>	<b>Concerns may be, software, connection, or hardware.</b>

### Correction:

**1. For a blank or black screen that cannot be viewed refer to PIC6540 and perform a reset on the radio to see if display returns, continue with steps below. If display does not return, follow normal SI diagnostics.**

**1.1 For a return to dealer or Demo Mode message displayed on the radio screen see [PIT6209](#).**

**1.2 Verify the radio software is up to date:**

- [24-NA-261](#) for 2022-2024 Full Size Trucks and SUV's
- [25-NA-121](#) for 2025 Full Size Trucks
- [24-NA-168](#) for Hummer 2022-2024
- [25-NA-098](#) for Corvette and MY2025 Hummer

**If the radio is not at latest software level update the radio, clear all codes and recheck for concern.**

1.3. If concerns continue disconnect, inspect, and reconnect all related connections, clear any codes and recheck for concern.

1.4. If concern is still present and a new radio is needed, these radios are currently restricted through Specmo record the results of above testing along with build version (settings>>about) on the radio screen and start a DCM case with PQC to start the authorization process for a new radio. PQC will require results from 1.1-1.3 before authorization will be provided. Radio build version will not be required for blank screen concerns that do not recover.

2. For intermittent audio concerns please see [PIT6367](#) and for audio concerns lasting a complete ignition cycle please see [PIT6101Q](#)

### 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
*2880298	Update radio to latest software	0.8 Hr.
*3480578	Disconnect and reconnect Radio module	1.0 Hr.
*3480688	Radio Replacement per TAC Instructions	MY22-25 Hummer SUV and Pickup 1.1 Hrs MY22.5-25 Silverado and Sierra 1500 1.2 Hrs. MY24-25 2500/3500HD 1 Hr. MY24-25 Corvette 1.3 Hrs. MY22-24 Tahoe/Suburban/Yukon/Yukon XL 1.1 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

### Version History

Version	3
Modified	04/23/2025 - Created on. 05/01/2025 - Updated Correction. 05/13/2025 - Updated Correction.

 GM Global Brands

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