



# Service Bulletin

Bulletin No.: PIT6076C

Date: May, 2025

## PRELIMINARY INFORMATION

**Subject: Intermittent But Frequent Black Screens On IOK Radio**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
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

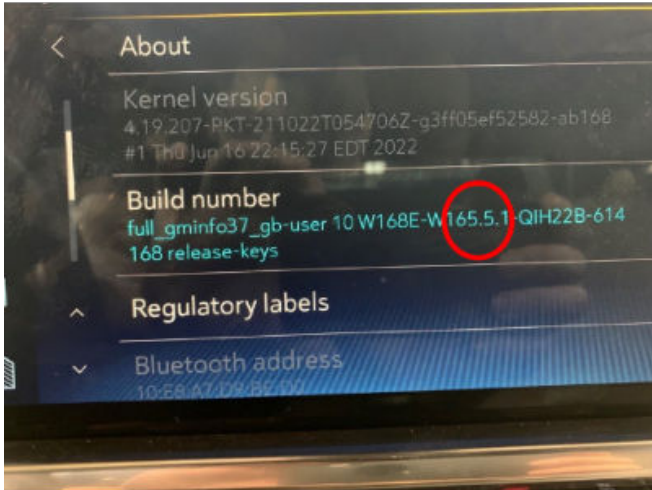
<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO)</b>	IOK
<b>Condition</b>	Customers may notice a black screen on their radio display. This can happen for a period of a couple seconds or the entire ignition cycle.
<b>Cause</b>	Engineering is aware of the issue and investigating.

### Correction

Confirm with the customer the frequency of the black screen.

We are targeting vehicles with multiple black screens in one week.

If so, inspect the current radio software version. Navigate to Settings -> About -> Build Number -> Information "i" to view and verify the software version.



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**Note:** The picture above is an example for where to look for the software version number, The version pictured (W165) would not apply to this bulletin.

If the build number is not equal to Y175 please follow 24-NA-261 Radio Software Version Y175 – Multiple Updates for IOK and update the radio via USB programming and reevaluate for the concern.

If the concern is not corrected please contact TAC and start a case referencing this PI.

Dealers are not to replace the radio at this time and are asked to verify concern.

**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
3487998	Verify intermittent black display screen on IOK radio	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	4
Modified	10/20/2023 - Created on. 02/26/2024 - Updated to change software number and correction. 03/31/2025 - Updated to change software number and correction 05/15/2025 - Updated to add model years.

