



Service Bulletin

Bulletin No.: PIT6355

Date: May, 2025

PRELIMINARY INFORMATION

Subject: HUD Inoperative

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2025		SOP	5GAEVARS8 SJ169649	All	All
Buick	Envision	2025		SOP	LRBFZLE4X SD074274	All	All
Cadillac	CT5	2025		All	All	All	All
Chevrolet	Blazer EV	2024 - 2025		All	All	All	All
Chevrolet	Silverado EV	2024 - 2025		All	All	All	All
GMC	Acadia	2024		SOP	1GKENKRS5 SJ169648	All	All
GMC	Sierra EV	2024 - 2025		All	All	All	All

Involved Region or Country	United States, Canada, Mexico, Middle East, Israel, Palestine, Colombia (West), Peru (West)
Additional Options (RPO)	IVD or IVE, UV6
Condition	Some customers many comment the HUD will be blank and may take a long time to turn or take multiple key cycles to come on.
Cause	Software anomaly

Correction

Check for any available USB updates and new programming calibrations for the A11 Radio and perform as necessary.

If there is no change, perform a global reset for 12V battery.

*Ultium High Voltage "Battery Negative Cable Disconnection and Connection" see Service Information procedure.

If the radio is on current USB software and calibrations, ensure the LVDS cable at the Radio are not damaged and properly connected.

If the concern is still present, refer to SI diagnostics.

Engineering is currently investigating.

The PI will be updated or replaced with TSB once a determination has been made.

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
*3486458	Verify HUD is slow to come on, or take multiple key cycles to come on.	0.2 Hr.
Use Published Labor Op	Radio Reprogramming	Use Published Labor Op Time
*This is a unique Labor Operation for Bulletin use only		

Version	1
Modified	05/21/2025 – Created on.

