



Service Bulletin

Bulletin No.: PIT6362C

Date: June, 2025

PRELIMINARY INFORMATION

Subject: Various Radio Concerns RPO IVD And IVE

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2024-2025		All	All	All	All
Buick	Enclave	2025		All	All	All	All
Cadillac	CT5	2025		All	All	All	All
Cadillac	Escalade IQ	2025		All	All	All	All
Cadillac	LYRIQ	2024-2025		All	All	All	All
Cadillac	XT4	2024-2025		All	All	All	All
Chevrolet	Blazer EV	2024-2025		All	All	All	All
Chevrolet	Colorado	2024-2025		All	All	All	All
Chevrolet	Equinox EV	2024-2025		All	All	All	All
Chevrolet	Silverado EV	2024-2025		All	All	All	All
Chevrolet	Traverse	2024-2025		All	All	All	All
GMC	Acadia	2024-2025		All	All	All	All
GMC	Canyon	2024-2025		All	All	All	All
GMC	Sierra EV	2024-2025		All	All	All	All

Involved Region or Country	United States, Canada, Mexico, Europe, Uzbekistan, Middle East, Israel, Palestine, Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Peru (West), S. Korea, China GMPI, Philippines, Australia/New Zealand
Additional Options (RPO)	IVD or IVE
Condition	A customer may comment they are having issues with their infotainment system. This may include any of the symptoms described below.
Cause	This may be due to software anomalies within the infotainment system.

Correction

Common customer reported issues include, but may not be limited to:

- Phone Projection: Black screen, crashes, disconnections, audio problems.
- Audio: Lost media audio, crackling sounds, volume issues.
- Bluetooth: Issues with deleting or disconnecting devices.
- Camera: Performance issues.
- Cluster: Dimming.
- Connectivity: General inoperability.
- Radio Display: Black screens, theme mismatches, slow boot times.
- HVAC: Visibility and fan speed issues.

GM is working on several software improvements aimed at resolving current issues and improving overall functionality. Where practical, dealers should encourage customers to wait until updated software becomes available and please do not replace the radio, amplifier, speakers, radio display, Instrument panel display, or the Heads-up display.

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
*2880348	Verify various radio concerns	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	4
Modified	04/02/2025 - Created on. 04/14/2025 - Updated Correction. 05/12/2025 - Updated Correction, updated vehicle list and changed Labor Operation number. 06/02/2025 – Updated Models and Warranty Information.

