



Service Bulletin

Bulletin No.: PIC6611

Date: June, 2025

PRELIMINARY INFORMATION

Subject: IVA Radio Issues

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore GX	2024-2025		ALL	ALL	ALL	ALL
Buick	Envista	2024-2025		ALL	ALL	ALL	ALL
Chevrolet	Trailblazer	2024-2025		ALL	ALL	ALL	ALL
Chevrolet	Trax	2024-2025		ALL	ALL	ALL	ALL

Involved Region or Country	North America
Additional Options (RPO)	IVA
Condition	A customer may comment they are having issues with their infotainment system. This may include any of the symptoms described below.
Cause	Concerns may be software, connection, or hardware.

Correction

Step 1: For a blank or black cluster or cluster and radio display refer to SI diagnostics. For a blank/black radio display only, refer to PIC6540 and perform a reset on the radio to see if display returns. If the display returns continue to step 2. If display does not return, follow normal SI diagnostics. If SI diagnostics refers you to replacing the radio please proceed to step 1.1

Step 1.1 If concern is still present and a new radio is needed, these radios are currently restricted through Specmo. Please contact Specmo to order the new radio either online at www.Specmo.com or via the call center at 800-545-7910. Specmo will require a response to the attestation question before authorization will be provided.

Attestation question: Have you followed PIC6611, reset the module, installed the latest software, disconnect and reconnect, and that the radio still requires a replacement?

Step 2: If the radio is not at latest software level, please update the radio, clear all codes and recheck for concern.

- 25-NA-071: Radio Software Version 169.4.

Step 3, If concerns continue disconnect, inspect, and reconnect all related connections, clear any codes and recheck for concern.

Step 4. If concern is still present, please refer to step 1.1.

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
2810335	Radio Reprogramming with SPS	Use Published Labor Time
*3480578	Disconnect and reconnect Radio module	0.6 Hr.
3420840	Radio Replacement	Use Published Labor Time
*This is a unique Labor Operation for Bulletin use only		

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