



# Service Bulletin

Bulletin No.: PIT6393

Date: June, 2025

## PRELIMINARY INFORMATION

**Subject: IVD — IVE Radio Issues**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Bright Drop	400	2024		All	All	All	All
Bright Drop	600	2024		All	All	All	All
Buick	Enclave	2025		All	All	All	All
Buick	Envision	2024 - 2025		All	All	All	All
Cadillac	CT5	2025		All	All	All	All
Cadillac	Escalade	2025		All	All	All	All
Cadillac	Escalade ESV	2025		All	All	All	All
Cadillac	Escalade IQ	2025		All	All	All	All
Cadillac	LYRIQ	2024 - 2025		All	All	All	All
Cadillac	OPTIQ	2025		All	All	All	All
Cadillac	VISTIQ	2026		All	All	All	All
Cadillac	XT4	2024 - 2025		All	All	All	All
Chevrolet	Blazer EV	2024 - 2025		All	All	All	All
Chevrolet	BrightDrop 400	2025		All	All	All	All
Chevrolet	BrightDrop 600	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	Suburban	2025		All	All	All	All
Chevrolet	Tahoe	2025		All	All	All	All
Chevrolet	Traverse	2024 - 2025		All	All	All	All
GMC	Acadia	2024 - 2025		All	All	All	All
GMC	Canyon	2025		All	All	All	All
GMC	Sierra EV	2024 - 2025		All	All	All	All
GMC	Terrain	2025		All	All	All	All
GMC	Yukon	2025		All	All	All	All
GMC	Yukon XL	2025		All	All	All	All

<b>Involved Region or Country</b>	United States
<b>Additional RPO(s)</b>	IVD or IVE

<b>Condition</b>	A customer may comment they are having issues with their infotainment system. This may include any of the symptoms described below
<b>Cause</b>	Concerns may be software, connection, or hardware.

### Correction

Step 1: For a blank or black 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](http://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 PIT6393, and require a radio replacement?

Step 2: If customer concern is related to one of the symptoms below, verify customers radio is at the latest software version refer to bulletin in table below

- Phone Projection/ Bluetooth/ Connectivity
- Audio

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.

- Camera display
- Cluster
- Radio Display
- HVAC controls

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

Step 4. If the radio is not fixed with the latest software or reset, please inform the customer that 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.

Model Year	Brand	Model	Latest Software Bulletin
2024	Bright Drop	Zevo 400/600	24-NA-092
2024	Buick	Envision	24-NA-193
2024	Cadillac	LYRIQ	24-NA-193
2024	Cadillac	XT4	24-NA-193
2024	Chevrolet	Blazer EV	24-NA-193
2024	Chevrolet	Equinox EV	24-NA-193

Model Year	Brand	Model	Latest Software Bulletin
2024	Chevrolet	Silverado EV WT/RST	24-NA-193
2024	Chevrolet/GMC	Traverse/Acadia	24-NA-193
2024	GMC/Chevrolet	Canyon/Colorado	24-NA-193
2024	GMC	Sierra Denali EV	24-NA-193
2024	Buick	Enclave	25-NA-021
2024	Buick	Envision	25-NA-021
2025	Cadillac	CT5	24-NA-193
2025	Cadillac	CT5 V and Blackwing only	Latest software
2025	Cadillac	Escalade IQ	25-NA-085
2025	Cadillac	Escalade/ Escalade ESV	25-NA-085
2025	Cadillac	LYRIQ	Latest software
2025	Cadillac	OPTIQ	25-NA-085
2025	Cadillac	VISTIQ	Latest software
2025	Cadillac	XT4	24-NA-193
2025	Chevrolet	Blazer EV except SS	24-NA-193
2025	Chevrolet	Blazer EV SS Only	Latest software
2025	Bright Drop	Zevo 400/600	24-NA-193
2025	Chevrolet	Equinox	25-NA-085
2025	Chevrolet	Equinox EV	24-NA-193
2025	Chevrolet	Silverado EV WT	Latest software
2025	Chevrolet	Silverado ESV RST	24-NA-193
2025	Chevrolet	Tahoe/Suburban	25-NA-085

Model Year	Brand	Model	Latest Software Bulletin
2025	Chevrolet	Traverse	25-NA-021
2025	GMC/Chevrolet	Canyon/Colorado	25-NA-085
2025	GMC	Sierra Denali EV	24-NA-193
2025	GMC	Terrain	25-NA-085
2025	GMC	Yukon/Yukon XL	25-NA-085

### 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	1.8 Hr
3420840	Radio Replacement	Use Published Labor Time
*This is a unique Labor Operation for Bulletin use only.		

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