



Service Bulletin

Bulletin No.: PIT6408

Date: June, 2025

PRELIMINARY INFORMATION

Subject: Mute and Home Button on Radio Display Inoperative

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500	2025		SOP	June 6 2025	All	All
Chevrolet	Silverado 2500	2025		SOP	June 6 2025	All	All
Chevrolet	Silverado 3500	2025		SOP	June 6 2025	All	All
GMC	Sierra 1500	2025		SOP	June 6 2025	All	All
GMC	Sierra 2500	2025		SOP	June 6 2025	All	All
GMC	Sierra 3500	2025		SOP	June 6 2025	All	All

Involved Region or Country	North America
Additional Options (RPO)	With IOK Radio
Condition	Some customers may comment that their mute/power and home button may not be working on their radio display.
Cause	Potential hardware anomaly.

Correction

Engineering is currently investigating.

In the meantime please advise customer they may continue to drive the vehicle.

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
2880418	Verify home and power/ mute button on radio display are inoperative.	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	1
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