



Service Bulletin

Bulletin No.: PIC6602E

Date: June, 2025

PRELIMINARY INFORMATION

Subject: IOK Radio Issues

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	Zevo 600	2023		All	All	All	All
Chevrolet	Corvette	2024-2025		All	All	All	All
Chevrolet	Silverado 1500	2022-2025		All	All	All	All
Chevrolet	Silverado 2500	2024-2025		All	All	All	All
Chevrolet	Silverado 3500	2024-2025		All	All	All	All
Chevrolet	Suburban	2022-2024		All	All	All	All
Chevrolet	Tahoe	2022-2024		All	All	All	All
GMC	Sierra 1500	2022-2025		All	All	All	All
GMC	Sierra 2500	2024-2025		All	All	All	All
GMC	Sierra 3500	2024-2025		All	All	All	All
GMC	Yukon	2022-2024		All	All	All	All
GMC	Yukon XL	2022-2024		All	All	All	All
GMC	Hummer	2022-2025		All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IOK
Condition	Customers may comment of: <ul style="list-style-type: none">• No audio concerns.• Blank, Black, Freezing/Frozen, or Glitching Display screen.• "Return to Dealer" or "Demo Mode" message on the display.
Cause	Concerns may be, software, connection, or hardware.

Correction

1. For a blank or black screen that cannot be viewed refer to PIC6540 and perform a reset on the radio to see if display returns, continue with steps below. If display does not return, follow normal SI diagnostics.

1.1 For a return to dealer or Demo Mode message displayed on the radio screen see PIT6209.

1.2 Verify the radio software is up to date:

- 24-NA-261 for Full Size Trucks.
- 25-NA-121 for 2025 Full Size Trucks and 2022-2024 SUVs.
- 24-NA-168 for Hummer 2022-2024.
- 25-NA-098 for Corvette and MY2025 Hummer.

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

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

1.4. If concern is still present and a new radio is needed, these radios are currently restricted through Specmo record the results of above testing along with build version (settings>>about) on the radio screen and start a DCM case with PQC to start the authorization process for a new radio. PQC will require results from 1.1-1.3 before authorization will be provided. Radio build version will not be required for blank screen concerns that do not recover.

2. For audio concerns including intermittent 1-2 second loss of audio or loss of audio for an entire ignition cycle see PIT6406.

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
*2880298	Update radio to latest software	0.8 Hrs.
*3480578	Disconnect and reconnect Radio module	1.0 Hrs.
*3480688	Radio Replacement per TAC Instructions	MY22-25 Hummer SUV and Pickup 1.1 Hrs. MY22.5-25 Silverado and Sierra 1500 1.2 Hrs. MY24-25 2500/3500HD 1 Hr. MY24-25 Corvette 1.3 Hrs. MY22-24 Tahoe/ Suburban/ Yukon/Yukon XL 1.1 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

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