



Service Bulletin

Bulletin No.: PIT6413


Date: July, 2025

PRELIMINARY INFORMATION

Subject: Radio Goes Go Controls And Safety Screen And Displays Infotainment Features Unavailable Banner On Bottom Of Screen After Update

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2025 - 2026		All	All	All	All
Buick	Envision	2025 - 2026		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	2023 - 2026		All	All	All	All
Cadillac	Optiq	2026		All	All	All	All
Cadillac	Vistiq	2026		All	All	All	All
Chevrolet	Blazer EV	2024 - 2025		All	All	All	All
Chevrolet	Colorado	2024 - 2025		All	All	All	All
Chevrolet	Equinox	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
GMC	Terrain	2025 - 2026		All	All	All	All
GMC	Yukon	2025		All	All	All	All
GMC	Yukon XL	2025		All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IVD or IVE

<p>Condition</p>	<p>A technician may notice after updating the A11 radio that it goes to the controls and safety page and displays a banner on the bottom of the screen that infotainment features are unavailable.</p>  <p style="text-align: right; font-size: small;">6985472</p>
<p>Cause</p>	<p>Software anomaly after the update.</p>

Correction

On the banner on the bottom of the display, please hit factory reset and the radio will return to normal operation.

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
*3481318	Perform factory reset to restore radio functionality	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	07/24/2025 – Created on.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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