



# Service Bulletin

Bulletin No.: PIT6393E

Date: October, 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 - 2026		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	BrighDrop 400	2025		All	All	All	All
Chevrolet	BrightDrop 600	2025		All	All	All	All
Chevrolet	Colorado	2024 - 2025		All	All	All	All
Chevrolet	Equinox	2024 - 2026		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 - 2026		All	All	All	All
GMC	Acadia	2024 - 2026		All	All	All	All
GMC	Canyon	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

<b>Involved Region or Country</b>	United States
<b>Additional Options (RPO)</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 only, 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 lead you to replacing the radio or customer complaint is not related to blank or black screens, proceed to step 2.

Step 2: Check for DTCs in or related to the radio. If a DTC is set refer to SI diagnostics. If SI diagnostics instruct you to replace the radio go to step 3.

**Note:** If the following DTC's are set B1A1F.00, B1A1B.00, U1516 and U164E and the vehicle can get the software listed in 25-NA-085 or 25-NA-183 please update the radio it should correct the issue, if the vehicle is not currently listed in software 25-NA-085 or 25-NA-183, please ignore them as they are setting due to a software anomaly. DO NOT replace the radio for these DTCs.

**Note:** If the following DTCs are set please ignore them as they are setting due to a software anomaly do not replace the radio for any of these DTCs:, B1596.86, U0142, U0265, U164B, U1615, U164E

**Caution:** When performing radio software updates that include a USB file transfer, it is imperative that the USB file only be used for the vehicle the software was intended for. Attempting to use the USB files on another vehicle will result in a radio failure that cannot be recovered and potentially not warrantable. To avoid this concern, always download a new USB file from Techline Connect SPS when performing radio updates.

If No DTCs are set, proceed to step 3.

Step 3: 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.

**Note:** If symptom is related to a phone issue, please also make sure the customers phone is fully up to date.

**Note:** If the build number on the radio display matches the build number on the latest software bulletin chart, then radio is up to date do not attempt to program the module. If there is an update available only perform the programming sequence once. To find the build number in the radio please go to Settings>>System>>About>>Build Number

- Phone Projection/ Bluetooth/ Connectivity (IE Carplay and Android auto connection issues)
- Radio display flickering or going blank, but recovers
- Intermittent HUD functionality (if equipped with UV6)
- Audio issue
- Camera display
- Cluster functionality except for blank or black screens
- HVAC controls

Step 3. If concerns continue disconnect, inspect, and reconnect all related connections, clear any codes if any are set and recheck for concern. If concern is still present, proceed to step 4. If concern is related to a blank or black cluster display that does not recover, proceed to step 5.

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	25-NA-183
2024	Cadillac	LYRIQ	24-NA-193
2024	Cadillac	XT4	25-NA-183
2024	Chevrolet	Blazer EV	24-NA-193
2024	Chevrolet	Equinox EV	24-NA-193
2024	Chevrolet	Silverado EV WT/RST	25-NA-085
2024	Chevrolet/GMC	Traverse/Acadia	25-NA-183
2024	GMC/Chevrolet	Canyon/Colorado	24-NA-193
2024	GMC	Sierra Denali EV	25-NA-085
2025	Buick	Envision	25-NA-183
2025	Cadillac	CT5	25-NA-085
2025	Cadillac	CT5 V and Blackwing only	25-NA-085
2025	Cadillac	Escalade IQ	25-NA-085
2025	Cadillac	Escalade/Escalade ESV	25-NA-183
2025	Cadillac	LYRIQ	Latest Software
2025	Cadillac	OPTIQ	25-NA-085
2025	Cadillac	XT4	25-NA-183
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	Buick	Enclave	25-NA-183
2025	Chevrolet	Equinox	25-NA-183
2025	Chevrolet	Equinox EV	24-NA-193
2025	Chevrolet	Silverado EV WT	Latest Software
2025	Chevrolet	Silverado ESV RST	25-NA-085
2025	Chevrolet	Tahoe/Suburban	25-NA-183
2025	Chevrolet	Traverse	25-NA-183
2025	GMC/Chevrolet	Canyon/Colorado	25-NA-085
2025	GMC	Acadia	25-NA-183
2025	GMC	Sierra Denali EV	25-NA-085
2025	GMC	Terrain	25-NA-183
2025	GMC	Yukon/Yukon XL	25-NA-183
2026	Buick	Enclave	Latest Software
2026	Cadillac	VISTIQ	Latest Software
2026	Chevrolet	Equinox	Latest Software
2026	Chevrolet	Traverse	Latest Software
2026	GMC	Acadia	Latest Software
2026	GMC	Terrain	Latest Software

Step 5. If the cluster display only or both cluster and radio display is still black or blank after following SI diagnostics and a new radio is needed, these radios are currently restricted through the Electronic Service Center (ESC). Please contact your preferred ESC to order the new radio. The ESC will require a response to the attestation question before authorization will be provided. Attestation question: Have you followed, reset the module, installed the latest software, disconnect and reconnect, and that the radio still requires a replacement?

Attestation question: Have you followed PIT6393, and require a radio replacement?

## 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.		

The new radio. The ESC will require a response to the attestation question before authorization will be provided. Attestation question: Have you followed, reset the module, installed the latest software, disconnect and reconnect, and that the radio still requires a replacement?

Attestation question: Have you followed PIT6393, and require a radio replacement?

<b>Version</b>	6
<b>Modified</b>	06/16/2025 - Created On 07/01/2025 - Updated to add ESC's in Correction and bulletin section, updated Models. 07/25/2025 - Updated bulletin section to current software. 09/15/2025 - Updated bulletin section to current software, updated vehicles in software table. 09/30/2025 - Updated steps. 10/03/2025 - Updated steps.

