



# Service Bulletin

Bulletin No.: PIC6629A

Date: November, 2025

## PRELIMINARY INFORMATION

**Subject: Display Diagnostic Tips and Procedures**

| Brand:    | Model:       | Model Year: |    | VIN: |     | Engine: | Transmission: |
|-----------|--------------|-------------|----|------|-----|---------|---------------|
|           |              | from        | to | from | to  |         |               |
| Buick     | Enclave      | 2025-2026   |    | All  | All | All     | All           |
| Buick     | Encore GX    | 2024-2026   |    | All  | All | All     | All           |
| Buick     | Envision     | 2024-2026   |    | All  | All | All     | All           |
| Buick     | Envista      | 2024-2026   |    | All  | All | All     | All           |
| Cadillac  | CELESTIQ     | 2025 - 2026 |    | All  | All | All     | All           |
| Cadillac  | CT5          | 2025        |    | All  | All | All     | All           |
| Cadillac  | Escalade     | 2025 - 2026 |    | All  | All | All     | All           |
| Cadillac  | Escalade ESV | 2025 - 2026 |    | All  | All | All     | All           |
| Cadillac  | ESCALADE IQ  | 2025 - 2026 |    | All  | All | All     | All           |
| Cadillac  | LYRIQ        | 2024 - 2026 |    | All  | All | All     | All           |
| Cadillac  | OPTIQ        | 2025 - 2026 |    | All  | All | All     | All           |
| Cadillac  | VISTIQ       | 2026        |    | All  | All | All     | All           |
| Cadillac  | XT4          | 2024 - 2025 |    | All  | All | All     | All           |
| Chevrolet | Blazer EV    | 2024-2026   |    | All  | All | All     | All           |
| Chevrolet | Colorado     | 2024-2026   |    | All  | All | All     | All           |
| Chevrolet | Corvette     | 2024-2026   |    | All  | All | All     | All           |
| Chevrolet | Equinox      | 2024-2026   |    | All  | All | All     | All           |
| Chevrolet | Equinox EV   | 2024-2026   |    | All  | All | All     | All           |
| Chevrolet | Silverado LD | 2022-2026   |    | All  | All | All     | All           |
| Chevrolet | Silverado HD | 2024-2026   |    | All  | All | All     | All           |
| Chevrolet | Silverado EV | 2024-2026   |    | All  | All | All     | All           |
| Chevrolet | Suburban     | 2022-2026   |    | All  | All | All     | All           |
| Chevrolet | Tahoe        | 2022-2026   |    | All  | All | All     | All           |
| Chevrolet | Trailblazer  | 2024-2026   |    | All  | All | All     | All           |
| Chevrolet | Traverse     | 2024-2026   |    | All  | All | All     | All           |
| Chevrolet | Trax         | 2024-2026   |    | All  | All | All     | All           |
| GMC       | Acadia       | 2024-2026   |    | All  | All | All     | All           |
| GMC       | Canyon       | 2024-2026   |    | All  | All | All     | All           |
| GMC       | Hummer       | 2022-2026   |    | All  | All | All     | All           |
| GMC       | Sierra LD    | 2022-2026   |    | All  | All | All     | All           |
| GMC       | Sierra HD    | 2024-2026   |    | All  | All | All     | All           |
| GMC       | Sierra EV    | 2024-2026   |    | All  | All | All     | All           |

| Brand: | Model:   | Model Year: |    | VIN: |     | Engine: | Transmission: |
|--------|----------|-------------|----|------|-----|---------|---------------|
|        |          | from        | to | from | to  |         |               |
| GMC    | Terrain  | 2025-2026   |    | All  | All | All     | All           |
| GMC    | Yukon    | 2022-2026   |    | All  | All | All     | All           |
| GMC    | Yukon XL | 2022-2026   |    | All  | All | All     | All           |

|                                   |  |
|-----------------------------------|--|
| <b>Involved Region or Country</b> | North America  |
| Additional Options (RPO)          | IVA, IVD, IVE, IOK   |
| <b>Condition</b>                  | Customer may comment about an issue with either the radio or IPC display. Please reference the appropriate procedure based on the symptom list in the correction section of this document. |
| <b>Cause</b>                      | Concerns may be caused by software or hardware anomalies   |

### Correction

- (IVA, IVD, and IVE only) If the entire display (cluster and radio) is blank or black refer to Whole or both displays are blank
- If only one display is blank refer to If one display is blank
- If one or both displays are flickering refer to the If one or both displays are flickering going blank but comes back
- If touch input is unresponsive, refer to Radio display does not respond to touch or radio appears to be constantly restarting
- If the power/mute, and/or home button, or volume knob is not working refer to Volume knob, home button, and or power/mute button inoperative
- For HVAC button concerns refer to the One or multiple HVAC hard buttons Inoperative (GMC Acadia, Terrain, Sierra EV, Yukon and Hummer only)

**Note:** If a customer comes in stating that their display went blank or black at some point, but is currently not blank or black, please update the radio to the latest software and clear DTC's and attempt to duplicate the customers concern before proceeding with this diagnostic.

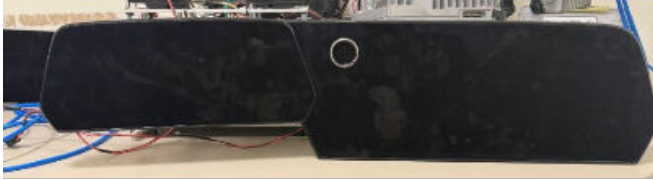
**Note:** For Escalade and Escalade IQ only, if the passenger side of the display is inoperative, please investigate an issue with the passenger infotainment system refer to SI diagnostics

**Note:** If at any point the display recovers following any of the procedures below, please update the radio to the latest software

**Note:** If there is obvious damage to the display it is not necessary to follow the procedure below and a replacement display can be ordered

Whole or both displays are blank (IVA, IVD and IVE only)

Examples of whole or both displays are blank or black



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Verify if the screen is black (appears off), or if a backlight is present on the display refer to specific procedure below based on symptom see pictures below

Display is backlit but there is no image

1. If back light is present, but there is no display this means that the display is powered on, but there is poor signal from the radio or a bad connection, first check for any relevant DTCs.
2. If DTCs are present refer to SI diagnostics. If SI leads you to a radio or display replacement, please refer back to this diagnostic.
3. Refer to PIC6540 and attempt to reboot the radio, if radio display does not return, please refer back to this diagnostic and proceed to next step
4. Please disconnect and reconnect the connections at the display.

5. If concern is corrected by disconnecting and reconnecting the display, check for a possible cable or connection issue and replace/repair the cable or wiring if necessary.
6. If that does not correct the concern, please refer to PIT6393 for IVD and IVE radio, PIC6611 for IVA radio for further diagnosis.
7. If after following PIT6393 or PIC6611 and the radio was ruled out or replaced and the concern is still present, all displays are on restriction and when ordering a display from the ESC you must answer the following attestation question at the bottom of this document.

Display appears powered off (no backlight)

1. Verify the radio is powered on and is communicating with the scan tool.
2. If radio is not communicating refer to PIT6393 for IVD and IVE radios and PIT6611 for IVA radios as there is an issue with the radio, not the display.

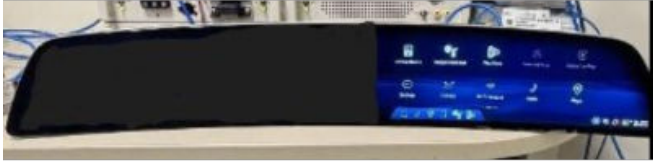
If there is communication check for relevant DTCs. If DTCs are present refer to SI diagnostic. If SI instructs you to replace the radio or display, please refer back to this document and proceed to the next step.

3. Refer to PIT6540 to attempt to restart the radio, if radio display does not return refer back to this document.
4. Disconnect and reconnect all connections at the display and verify power and ground are present. If the screen recovers after a disconnect and reconnect of the display, please investigate a possible connection or wiring issue within the display wiring.
5. If display is still not turning on and there is communication with the radio refer to PIT6393 for IVD and IVE radio, or PIC6611 for IVA radios for further diagnosis.
6. If after following PIT6393 or PIC6611 and the radio was ruled out or replaced and the concern is still present, all displays are on restriction and when ordering a display from the ESC you must answer the following attestation question at the bottom of this document.

If one display is blank

Below are examples of one, or portion of the display is blank





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**Note:** For RPO IOK only, this procedure will only apply to the radio display. If there is an issue with the IPC, this procedure does not apply and follow SI diagnostics for IPC concerns.

#### Display is backlit

1. If back light is present, but there is no display this means that the display is powered on, but is there poor signal from the radio or a bad connection, first check for any relevant DTCs.
2. If DTC's are present refer to SI diagnostics. If SI leads you to a radio, or display replacement, please continue with this diagnostic.
3. Refer to PIC6540 and attempt to reboot the radio, if radio display does not return, please refer back to this diagnostic and proceed to next step.
4. Please disconnect and reconnect the LVDS connection at the radio and the display that is blank.
5. If concern is corrected by disconnecting and reconnecting the LVDS cable, check for a possible cable or connection issue with the LVDS cable and replace the cable if necessary.
6. If that does not correct the concern please refer to PIT6393 for IVD and IVE radio, PIC6611 for IVA, or PIC6602 for IOK radio for further diagnosis.
7. If after following PIT6393, PIC6611, or PIC6602 and the radio was ruled out or replaced and the concern is still present, all displays are on restriction and when ordering a display from the ESC you must answer the following attestation question at the bottom of this document.

#### Display appears powered off (no backlight)

1. Check for any relevant DTCs.
2. If DTC's are present refer to SI diagnostics. If SI leads you to a radio, or display replacement, please continue with this diagnostic.
3. Refer to PIT6540 to attempt to restart the radio, if radio display does not return refer back to this document.
4. Disconnect and reconnect all connections at the display and verify power and ground are present. If the screen recovers after a disconnect and reconnect of the display, please investigate a possible connection or wiring issue within the display wiring.
5. If display is still not turning on refer to PIT6393 for IVD and IVE radio, PIC6611 for IVA radios, or PIC6602 for IOK for further diagnosis.

6. If after following or coming from PIT6393, PIC6611, or PIC6602 and the radio was ruled out or replaced and the concern is still present, all displays are on restriction and when ordering a display from the ESC you must answer the following attestation question at the bottom of this document.

If one or both displays are flickering, going blank but comes back

**Note:** For IOK only this procedure will only apply to the radio display if there is an issue with the IPC, this procedure does not apply and follow SI diagnostics for IPC concerns.

**Note:** If the display is flickering only while in a camera view, refer to SI for camera diagnosis.

**Note:** If flickering is only observed while using phone projection, verify that customers cellular device is up to date and refer to SI for phone projection for further diagnosis.

1. Check for any relevant DTCs.
2. If DTCs are present refer to SI diagnostics. If SI leads you to a radio, or display replacement, please continue with this diagnostic.
3. Verify radio is up to date and if it is not, attempt to update the radio.
4. Once radio is up to date and the concern is still present, verify the power and ground connections at the displays and the LVDS cable between the display and radio. If concern is corrected by disconnecting and reconnecting the power and ground at the displays, or the LVDS cable between the radio and displays check for a possible cable or connection issue and repair as necessary.
5. If condition still exists, please refer to PIT6393 for IVD and IVE radio, PIC6611 for IVA radio, or PIC6602 for IOK for further diagnosis.
6. If after following PIT6393, PIC6611, or PIC6602 and the radio was ruled out or replaced and the concern is still present, all displays are on restriction and when ordering a display from the ESC you must answer the following attestation question at the bottom of this document.

Radio display does not respond to touch or radio appears to be constantly restarting

1. Attempt to restart the radio, refer to PIC6540.
2. If PIC6540 does not correct the concern, please do a fuse pull of the radio.
3. If a fuse pull does not work, please disconnect the battery for 15 minutes and reconnect.

**Caution:** For EVs only - Please refer to SI Battery Negative Cable Disconnection and Connection for proper procedure of disconnecting and reconnecting the 12 volt battery.

4. If the concern is still present disconnect and reconnect the connections at the display.
5. If the concern is still present refer to PIT6393 for IVD and IVE, PIC6611 for IVA, or PIC6602 for IOK. 6. If after following PIT6393, PIC6611, or PIC6602 and the radio was ruled out or replaced and the concern is still present, all displays are on restriction and when ordering a display from the ESC you must answer the following attestation question at the bottom of this document.

Volume knob, home button, and or power/mute button inoperative (IVA, IVD, and IVE only)

1. Verify mute and volume buttons from the steering wheel are operable, if they do not work refer to PIT6393 or PIC6611.
2. If steering wheel buttons work, update the radio to the latest software.
3. Attempt to restart the radio, refer to PIC6540.
4. If PIC6540 does not correct the concern, please do a fuse pull of the radio.
5. If a fuse pull does not work, please disconnect the battery for 15 minutes and reconnect.

**Caution:** For EVs only - Please refer to SI Battery Negative Cable Disconnection and Connection for proper procedure of disconnecting and reconnecting the 12 volt battery.

6. If the concern is still present disconnect and reconnect the connections at the display.
7. If the concern is still present refer to PIT6393 for IVD and IVE or PIC6611 for IVA.

8. If after following PIT6393 or PIC6611 and the radio was ruled out or replaced and the concern is still present, all displays are on restriction and when ordering a display from the ESC you must answer the following attestation question at the bottom of this document.

Volume knob, home button, and or power/mute button inoperative (IOK only)

**Note:** For the 2025 Silverado 1500, Sierra 1500, 2025 Silverado 2500/3500HD and Sierra 2500/3500HD built before June 6, 2025, with this condition, refer to 25-NA-313 before proceeding.

1. Attempt to restart the radio, refer to PIC6540.
2. If PIC6540 does not correct the concern, please do a fuse pull of the radio.
3. If a fuse pull does not work, please disconnect the battery for 15 minutes and reconnect.
4. If the concern is still present disconnect and reconnect the connections at the display.
5. If the concern is still present refer to PIC6602.
6. If after following PIC6602 and the radio was ruled out or replaced and the concern is still present, all displays are on restriction and when ordering a display from the ESC you must answer the following attestation question at the bottom of this document.

One or multiple HVAC hard buttons Inoperative (GMC Acadia, Terrain, Sierra EV, Yukon and Hummer only)

1. Check for any relevant DTCs.
2. If DTCs are present refer to SI diagnostics. If SI leads you to a radio, or display replacement, please continue with this diagnostic.
3. Refer to PIT6540 to attempt to restart the radio, if the buttons still do not work, refer back to this document.
4. Update radio to the latest software.
5. Verify you can control the HVAC through the display instead of the buttons.
6. If only the hard buttons do not work, replace the display, if neither the display or the hard buttons work proceed to the next step.
7. Disconnect and reconnect all connections at the display and verify power and ground are present. If the buttons regain functionality after a disconnect and reconnect of the display, please investigate a possible connection or wiring issue within the display wiring.
8. If the buttons still do not work refer to PIT6393 for IVD and IVE radio, PIC6611 for IVA radios, or PIC6602 for IOK for further diagnosis.
9. If after following or coming from PIT6393, PIC6611, or PIC6602 and the radio was ruled out, please refer to SI for an issue with the HVAC system.

Attestation question: Have you followed PIC6629 based on one of the symptoms/condition below and the vehicle requires a display replacement?

- Physical damage
- Whole or both displays are blank
- One display is blank
- Radio and/or IPC display is flickering section
- Radio display does not respond to touch
- Volume knob, home button, and or power/mute button inoperative
- One or multiple HVAC hard buttons are Inoperative (GMC Acadia, Terrain, Sierra EV, Yukon and Hummer only)

**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  |
|-----------------|--------------------------------------|---|
| 3429852         | Radio reset                          | 0.5   |
| 3481408         | Disconnect and reconnect the display | Envision, Enclave, Encore GX, Envista – 0.3<br>LYRIQ, XT4, CT5, OPTIQ, VISTIQ – 0.3<br>CELESTIQ, Escalade, and ESCALADE IQ – 1.2<br>Silverado EV not WT, Equinox EV, Blazer EV, Equinox, Tahoe (IVE only) – 0.5**<br>Colorado and Canyon Radio display –0.3<br>Colorado and Canyon IPC display - ST<br>Acadia Radio display– 0.9<br>Acadia IPC display – 1.0<br>Sierra EV Radio display – 0.3<br>Sierra EV IPC display-0.8<br>Terrain Radio display – 0.7<br>Terrain IPC display – 0.4<br>Yukon (IVE only) Radio display- 1.1<br>Yukon (IVE only) IPC display – ST<br>Trax, Trailblazer – 0.5**<br>Silverado and Sierra pickup radio display IOK only – 0.7<br>MY22 and 24 Tahoe and Yukon Radio display with IOK – 0.5<br>Corvette radio display with IOK-1.6<br>Corvette Radio and IPC display with IVE-ST<br>Hummer Radio display with IOK-0.4 |

|          |   |
|----------|---|
| Version  | 1   |
| Modified | 11/11/2025 – Created.<br>11/13/2025 - Updated to add CELESTIQ to the models |

