



Service Bulletin

Bulletin No.: PIT6457

Date: November, 2025

PRELIMINARY INFORMATION

Subject: Infotainment Concerns With History Radio DTCs

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|--------|--------|-------------|----|------|-----|---------|---------------|
| | | from | to | from | to | | |
| All | All | 2023 - 2026 | | All | All | All | All |

| | |
|-----------------------------------|--|
| Involved Region or Country | North America |
| Additional Options (RPO) | IVD or IVE |
| Condition | A technician may notice a Radio DTC that has set at some time and may or may not have relevance to the customer's concern. |

Correction

If a history Radio DTC was reported and is related to the customers concern, update the A11 Radio with the latest USB software available and attempt to duplicate the customers concern before performing any diagnostics or repairs.

If a history Radio DTC was reported and not related to the customers original concern, ignore the DTC, update the radio and not do not replace any parts.

If DTC U164E was reported as a history DTC and the customer's concern was the radio taking a long time to boot up/blank screen at start up, ignore the DTC and clear it. Update the radio if a software update is available.

If a Radio DTC is current, first update the radio, if the DTC returns then follow the Service Information published diagnostics

Note: If Service Information diagnostics lead to a replacement display or radio module, please review the below Preliminary Informations. PIT6393F: IVD - IVE Radio IssuesPIC6629A: Display Diagnostic Tips and Procedures

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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 | 0.3 Hr. |

Additional Keywords

Radio, DTC, B1596, B1A1F, B1A1B, U0142, U164B, U164E, U164F, U0265, U1615, U1616

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|-----------------|-------------------------|
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