



Service Bulletin

Bulletin No.: PIC6630

Date: November, 2025

PRELIMINARY INFORMATION

Subject: Device is Starting Screen Recovery

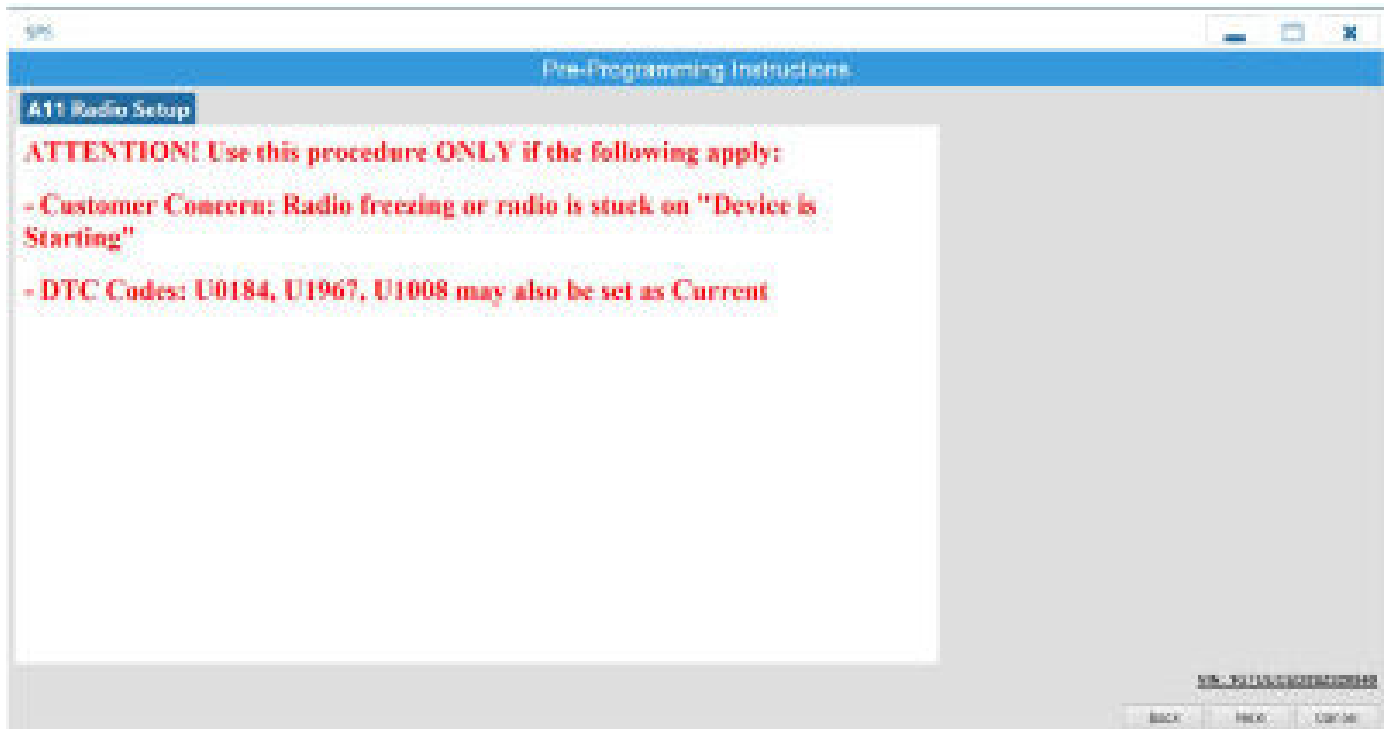
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)	2022		All	All	All	All
Chevrolet	Silverado 1500	2023-2026		All	All	All	All
Chevrolet	Silverado HD	2024-2026		All	All	All	All
Chevrolet	Suburban	2022-2024		All	All	All	All
Chevrolet	Tahoe	2022-2024		All	All	All	All
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)	2022		All	All	All	All
GMC	Sierra 1500	2023-2026		All	All	All	All
GMC	Sierra HD	2024-2026		All	All	All	All
GMC	Yukon	2022-2024		All	All	All	All
GMC	Yukon XL	2022-2024		All	All	All	All

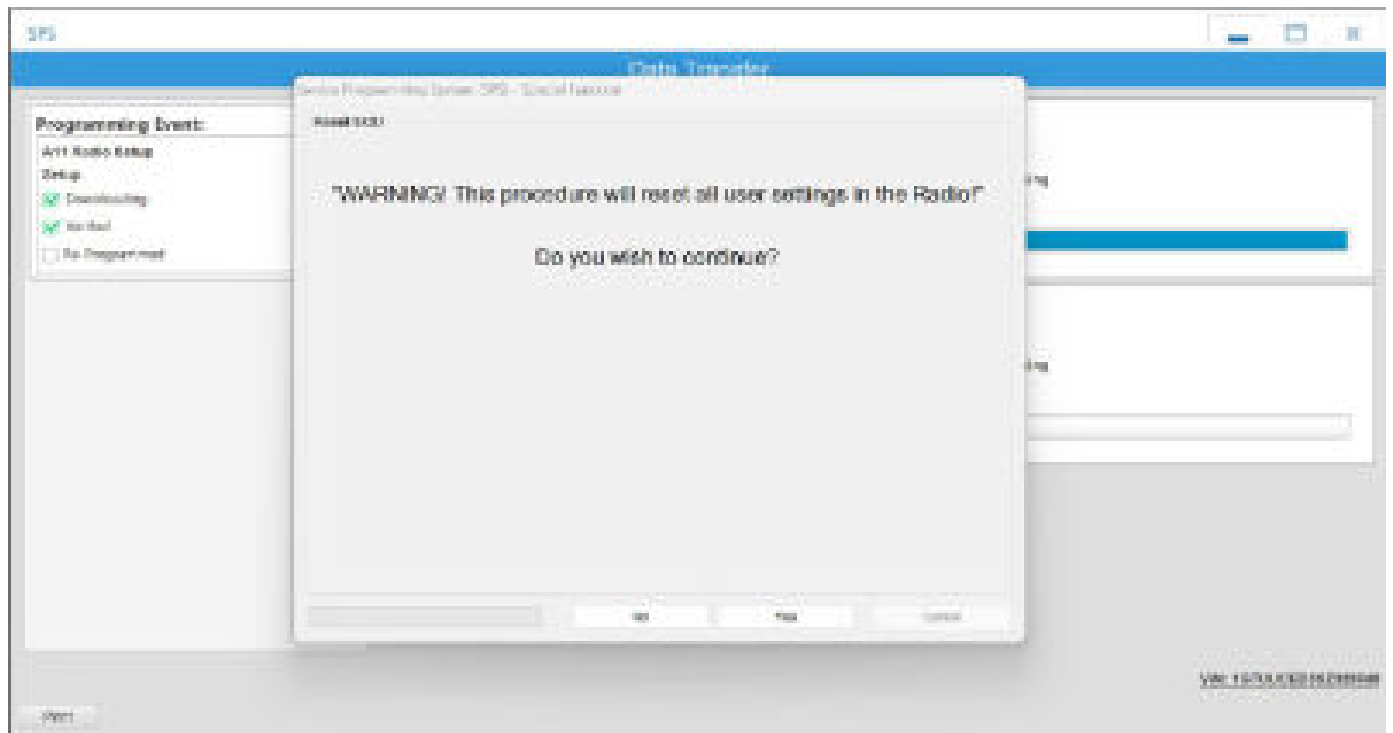
Involved Region or Country	North America
Additional Options (RPO)	Equipped with Radio RPO IOK
Condition	A customer might bring the vehicle in with radio showing "Device is Starting..." on the display. The recover method in Radio Malfunction may not work.
Cause	The cause of the condition may be software anomaly.

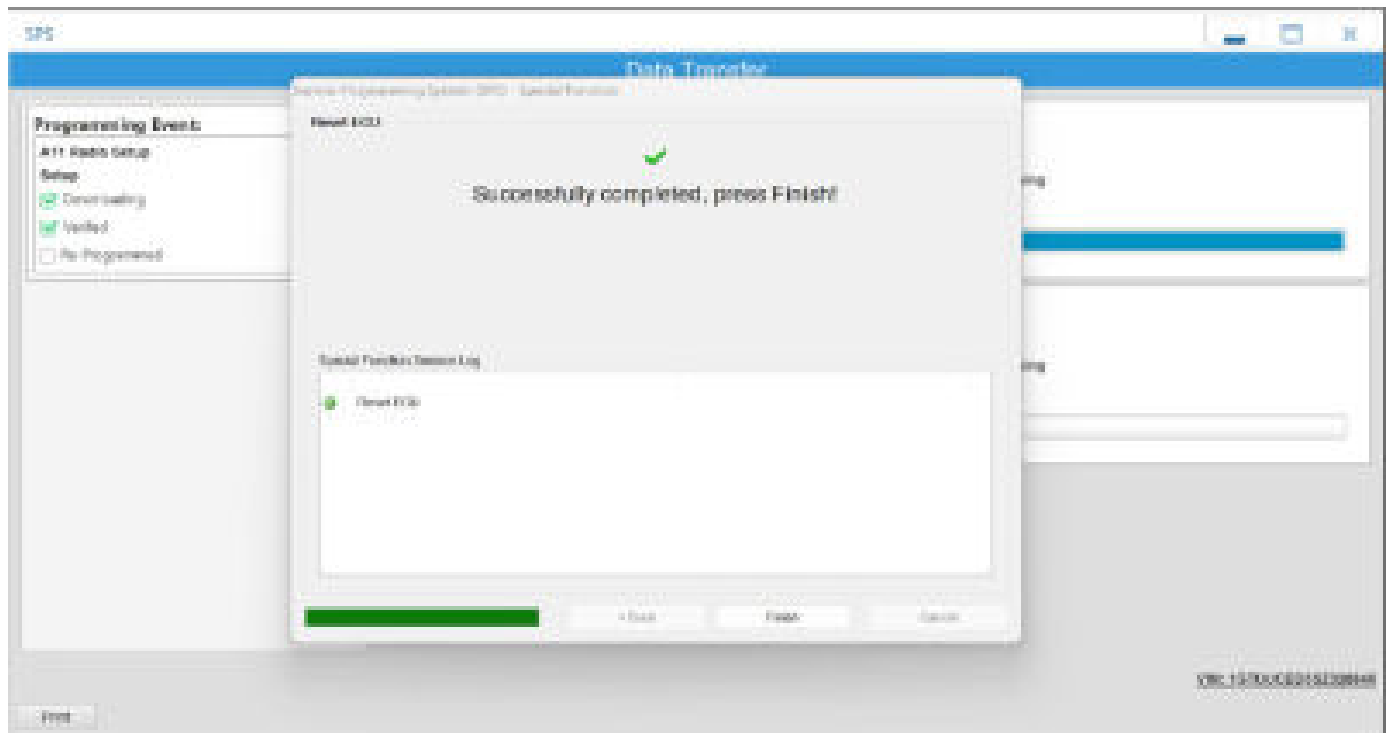
Correction

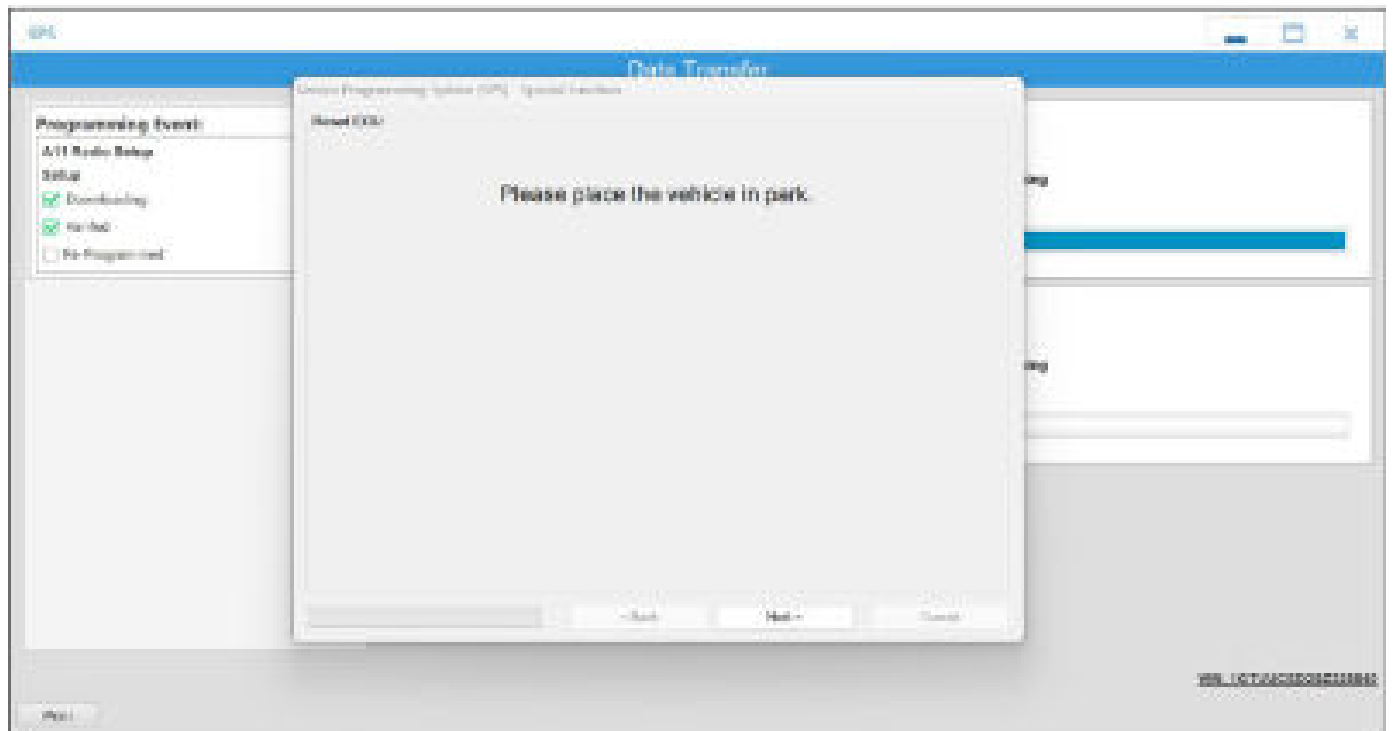
Note: Perform the procedure below prior to replacing any A11 radio if necessary

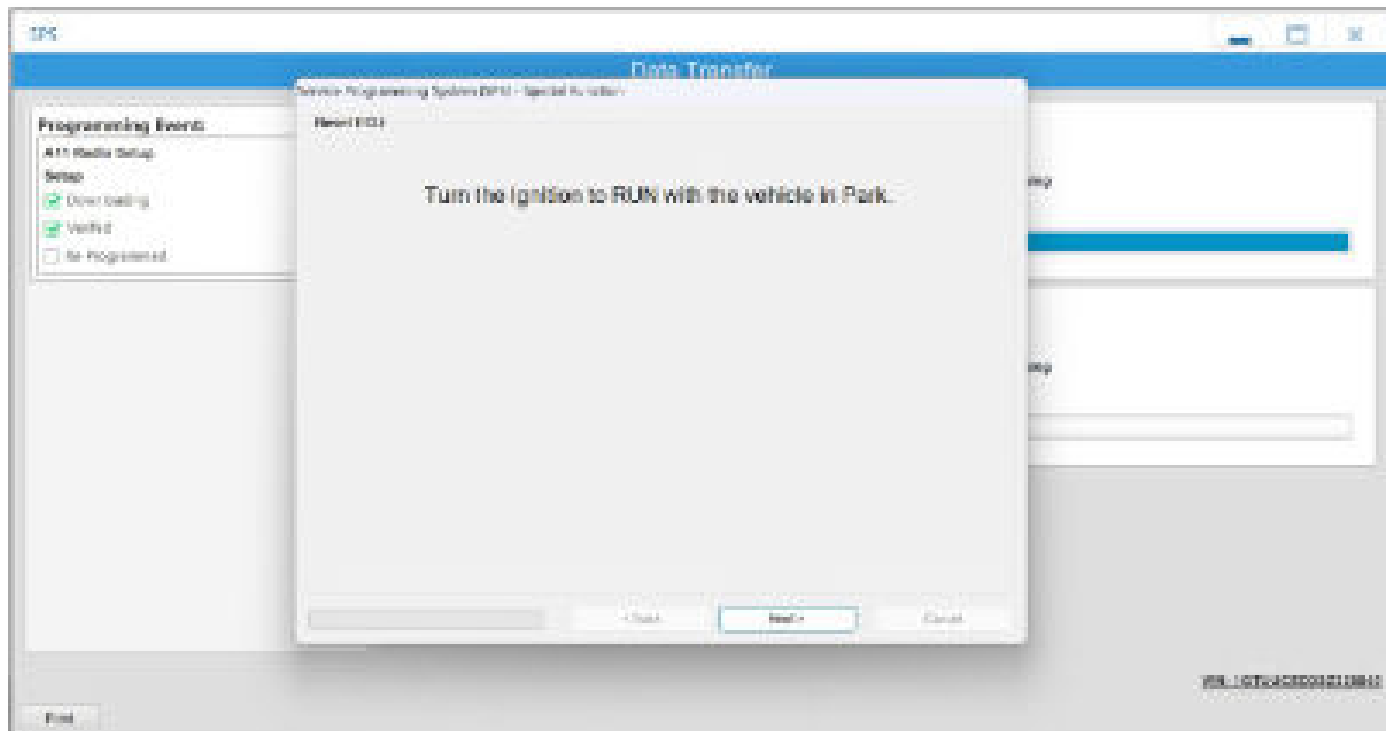
Using Service Programming, select the A11 radio, "**ONLY USE if following PIT6630 instructions*" option, Normal.











7027459

In the vehicle, once the process has started, you will see a screen with a blue progress bar. It should start automatically.

The display may go blank and the radio may restart multiple times.

Please do not turn the vehicle off until the Home screen is shown.

The Home screen indicates the process successfully completed.

After the Home Screen is shown, USB update and reprogram the A11 radio.

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
*3481418	Performing Data Wipe of radio to restore function	0.3 Hr.
2810335	Radio Reprogramming with SPS	Use Published Labor Time
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	11/25/2025 — Created.

