



# Service Bulletin

Bulletin No.: PIC6602Q

Date: December, 2025

## PRELIMINARY INFORMATION

**Subject: IOK Radio Issues**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	Zevo 600	2023		All	All	All	All
Chevrolet	Corvette	2024-2025		All	All	All	All
Chevrolet	Silverado 1500	2022-2026		All	All	All	All
Chevrolet	Silverado 2500	2024-2026		All	All	All	All
Chevrolet	Silverado 3500	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	2022-2026		All	All	All	All
GMC	Sierra 2500	2024-2026		All	All	All	All
GMC	Sierra 3500	2024-2026		All	All	All	All
GMC	Yukon	2022-2024		All	All	All	All
GMC	Yukon XL	2022-2024		All	All	All	All
GMC	Hummer	2022-2025		All	All	All	All

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO)</b>	IOK
<b>Condition</b>	<p>Customers may comment of:</p> <ul style="list-style-type: none"> <li>No audio concerns.</li> <li>Blank, Black, Freezing/Frozen, or Glitching Display screen.</li> <li>"Return to Dealer" or "Demo Mode" message on the display.</li> <li>Phone connectivity concerns</li> </ul>
<b>Cause</b>	Concerns may be software, connection, or hardware.

### Correction

**Note:** If the VIN you need a radio for is part of N252504460- Customer Satisfaction Program - Radio Replacement and Reprogramming this PI is not applicable, please call/order as per step 1.8 below and state that the part is required for a VIN applicable to N252504460 - Customer Satisfaction Program - Radio Replacement and Reprogramming

1. For a blank or black screen that cannot be viewed refer to PIC6540 and perform a reset on the radio to see if display returns, continue with steps below. If display does not return, follow normal SI diagnostics.

**Note:** This step does not apply to screens that go blank and recover, if the vehicle comes in with this concern proceed to step 1.2 and update the vehicle to the latest software

1.1 For a return to dealer or Demo Mode message displayed on the radio screen see PIT6209, if the display shows Device is Starting and is stuck on that screen, please refer to PIC6630.

1.2 Check current software and verify the radio software is up to date per:

- 25-NA-121 for 2025 LD trucks, 2025 HD Trucks and 2022-2023 SUVs
- 25-NA-318 for 2022-2023 LD Trucks, 2024 HD trucks and 2024 SUVs
- 24-NA-168 for Hummer 2022-2024
- 25-NA-098 for Corvette and MY2025 Hummer

If the radio is not at latest software level update the radio, clear all codes and recheck for concern.

1.3 If the customer came in with a phone connectivity concern, please make sure that the customer's phone is updated to the latest iOS or Android software before proceeding further.

1.4. For audio concerns including intermittent 1-2 second loss of audio or loss of audio for an entire ignition cycle see PIT6406.

1.5. If concerns continue perform a radio data wipe by going to SPS, select A11 radio, then select \*ONLY USE if following PIT6209 instruction\* Radio Data Wipe File and follow the on screen instructions.

**Note:** For the purposes of this PI please ignore \*ONLY USE if following PIT6209 instruction\* and perform the data wipe.

**Note:** Once this operation is performed, the customer will need to log back into their google account, and repair any mobile devices that were saved on the radio

1.6 If concerns continue disconnect, inspect, and reconnect all related connections, clear any codes and recheck for concern.

1.7 After the Data wipe has been performed, if concerns are still present for the symptoms below DO NOT REPLACE THE RADIO:

- A complete loss of audio over an Ignition cycle or short cuts in audio mentioned in PIT6406.
- The Radio display is going blank or black, but always recovers.
- Phone connectivity issues.

DO NOT REPLACE THE RADIO for these issues as it will not correct the customer's concern. Engineering is aware of the issue and investigating the root cause we ask to please be patient until a resolution is published

1.8 If concern is still present and is not a software anomaly mentioned in step 1.7, 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?

## 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	Update radio to latest software	Use Published Labor Time
*3480578	Disconnect and reconnect Radio module	1.0 Hrs.
*3480688	Radio Replacement per TAC Instructions	MY22-25 Hummer SUV and Pickup 1.1 Hrs. MY22.5-25 Silverado and Sierra 1500 1.2 Hrs. MY24-25 2500/3500HD 1 Hr. MY24-25 Corvette 1.3 Hrs. MY22-24 Tahoe/ Suburban/ Yukon/Yukon XL 1.1 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	16
<b>Modified</b>	04/30/2025 Created on. 05/01/2025 - Updated Correction. 05/13/2025 - Updated Correction. 05/29/2025 - Updated Models. 06/19/2025 - Update to the Correction. 06/30/2025 - Update to correction 07/23/2025 - Updated correction to ESC restriction 07/30/2025 - Update to correction 08/14/2025 - Updated to correction to ESC restriction 10/03/2025 - Updated to change labor operation for programming per BQM request 10/08/2025 - Updated to add note to not replace radio for audio issues 10/17/2025 - Updated to add 25-NA-318 for 2022-2023 LD Trucks and 2024 HD trucks 10/23/2025 - Updated to add 25-NA-318 for 24 LD Trucks and 2024 SUVs 11/11/2025 - Updated to the correction 11/18/2025 - Updated to the correction 12/02/2025 - Updated to the correction

