



Service Bulletin

Bulletin No.: PIC6540F

Date: December, 2025

PRELIMINARY INFORMATION

Subject: Radio Reset Instructions

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)	IOK, IOR, IOS, IOT, IOU, IOV, IVA, IVD, IVE
Condition	Customer may comment the Infotainment system has either a black screen or is frozen.
Cause	This may be due to software anomalies that may be corrected by a reset of the infotainment system

Correction

Note: If the customer comes in for Navigation issues this PI does not apply, please refer to normal SI diagnostics

- 1) Recover the Radio - Start with Step 1.2 for vehicles with Radio RPO's IOS, IOT, IOU, IOV, IOR, and IVA.
 - 1.1) Perform a reset using the Steering Wheel Controls.
 - 1.1.1) Vehicle must be in Park to reboot your system.
 - 1.1.2) Press and hold the END CALL button on steering wheel for about 15 seconds. Until the center screen turns black, then release the END CALL button.
 - 1.1.3) After approx. 5-10 seconds, you will see the welcome screen and your infotainment system will reboot itself.
 - 1.1.4) If this recovers the Radio proceed to Step 2.
 - 1.2) Cycle the Fuse for the Radio module.
 - 1.2.1) If this recovers the Radio proceed to Step 2.
 - 1.3) Cycle the 12V Battery.
 - 1.3.1) Unhook and reconnect negative battery cable, refer to "Battery Negative Cable Disconnection and Connection" for instructions.
 - 1.3.2) If this recovers the Radio proceed to Step 2.
 - 1.4) Check Radio for Terminal/Connection issues
 - 1.4.1) Go to SI Document Title for instructions: "Testing for Intermittent Conditions and Poor Connection".
 - 1.4.2) If connection issues are found use procedures in above SI Doc.
 - 1.4.3) If this does not recover Radio contact TAC.
- 2) After the system has been recovered, check for a software update of the affected module.

2.1) Reprogram Radio, refer to SI Document: "A11 Radio: Programming and Setup" for instructions.

Dealers should also make customers aware of the SWC reset procedure, especially if they find that to solve the customer's concern.

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	Infotainment System Reset	.5 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	7
Modified	03/08/2024 - Created on. 03/13/2024 - Updated to add IOK radios. 03/22/2024 - Updated to correct labor op. 04/04/2024 - Updated to correct warranty statement. 05/22/2024 - Updated to add not that PI does not apply to NAV issues 09/09/2024 - Updated to add 2025 model year. 12/31/2025 - Updated to add 2026 model year.

