



Service Bulletin

Bulletin No.: PIC6626

Date: January, 2026

PRELIMINARY INFORMATION

Subject: IOR Radio Issues

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore GX	2022 - 2023		All	All	All	All
Chevrolet	Blazer	2022 - 2025		All	All	All	All
Chevrolet	Equinox	2022 - 2024		All	All	All	All
Chevrolet	Malibu	2022 - 2025		All	All	All	All
Chevrolet	Trailblazer	2022 - 2023		All	All	All	All
Chevrolet	Traverse	2022 - 2023		All	All	All	All
Chevrolet	Trax	2024 - 2025		All	All	All	All
GMC	Acadia	2022 - 2023		All	All	All	All
GMC	Terrain	2022 - 2024		All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IOR
Condition	A customer may comment they are having issues with their infotainment system. This may include any of the symptoms described below in correction section
Cause	Concerns may be software, connection, or hardware.

Correction

Step 1: Initial Assessment

For a radio display that is blank or black upon arrival, refer to PIC6540 and perform a radio reset to determine if the display returns.

If the display returns, proceed to Step 2.

If the display does not return, follow standard SI diagnostics.

If SI leads to radio replacement and the display remains blank, proceed to Step 4.

If the customer reports a black screen that recovers, proceed to Step 3.

If the concern is not related to the display going blank/black, proceed to Step 2.

Step 2 Operational Display

If the radio display is operational:

Check for DTCs.

If SI diagnostics direct you to replace the radio or if no DTCs are set, proceed to Step 3.

Step 3: Software Update

If the radio is not at the latest software level:

Update the radio, clear all codes, and recheck for the concern.

Refer to Bulletin 25-NA-315: C157.2/C158.2 Radio Software Update for Infotainment System RPO IOR.

Note: For phone connectivity concerns, ensure the customer's phone is updated to the latest iOS or Android version before proceeding. If issues persist, verify MEC reset per PIC6551.

Step 4: Connection Check

If concerns continue:

Disconnect, inspect, and reconnect all related connections.

Clear any codes and recheck for the concern.

Note: If, after updating the radio and verifying connections, the customer's concern is a screen that goes black but recovers, this is a known software anomaly. DO NOT replace the radio for this concern, as replacement will not resolve the issue. GM is aware and investigating.

Step 5: Radio Replacement Authorization

If the concern persists (excluding a blank screen that recovers) and a new radio is required:

Radios are currently restricted through Specmo. Only contact Specmo to order a new radio. Specmo will require a response to the attestation question before authorization is provided.

Attestation Question:

Have you followed the process: reset the module, installed the latest software, disconnected and reconnected, confirmed the concern is not a blank/black screen that recovers, and determined that radio replacement is still required?

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
3481378*	Disconnect and reconnect Radio module	MY22 and 23 Encore GX 0.7 Hr. MY22-25 Blazer 1.6 Hr. MY22-24 Camaro 1.0 Hr. MY22-24 Equinox 0.5 Hr. MY22-25 Malibu 0.5 Hr. MY22 and 23 Trailblazer 0.7 Hr. MY22 and 23 Traverse 1.4 Hr. MY24 and 25 Trax 0.4 Hrs. MY22 and 24 Acadia 1.4 Hr. MY22-24 Terrain 0.5 Hr.
3240840	Radio Replacement	Use Published labor time

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