



Service Bulletin

Bulletin No.: PIC6635D

Date: February, 2026

PRELIMINARY INFORMATION

Subject: Double USB Update A11 Radio and Grey Reverse Camera Image

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2024		All	All	All	All
Chevrolet	Equinox EV	2024		All	All	All	All
Chevrolet	Silverado EV	2024		All	All	All	All
GMC	Sierra EV	2024		All	All	All	All

Involved Region or Country	All Regions and Countries
Additional Options (RPO)	IVD, IVE, UXN W/O CTT and/or PZ8
Condition	Technicians may need to double USB update the A11 radio. LYRIQ only: Some technicians may notice after performing 25-NA-371, the rear camera will become grey/white with no camera image present.
Cause	Software anomaly.

Correction

Equinox EV, LYRIQ, Silverado EV and Sierra EV with Failed USB update with Recovery Mode present:

- For vehicles with "Recovery mode, please return to dealer to restore system" message present after the update has failed, please start a case in CX Connect with Techline to help recover the radio module.
- For Canadian Dealers, please contact Techline via phone at 1-800-828-6860.

Note: LYRIQs with the grey rear camera concern after USB updating with 25-NA-371. the A11 radio will need to be reprogrammed on or after 12/19/2025.

Please reference PIT6393G for radio software bulletin table and radio restriction.

Do not replace any parts for this concern.

Version	5
Modified	12/16/2025 - Created On. 12/18/2025 - Updated title and correction. 12/22/2025 - Updated correction. 01/29/2026 - Updated vehicle list 02/03/2026 - Updated correction.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



**WE SUPPORT VOLUNTARY
TECHNICIAN
CERTIFICATION**

Copyright 2026 General Motors. All Rights Reserved.