



Service Bulletin

Bulletin No.: PIT6209H


Date: March, 2026

PRELIMINARY INFORMATION

Subject: Update Failed See Dealer to Restore System Screen Recovery

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Corvette	2024-2025		All	All	All	All
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
GMC	Hummer EV Pickup	2022-2025		All	All	All	All
GMC	Hummer EV SUV	2024-2025		All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	Equipped with Radio RPO IOK.

<p>Condition</p>	<p>A customer might bring the vehicle in with radio showing a vehicle and an arrow pointing to a wrench. The recover method in Radio Malfunction may not work.</p>  <p style="text-align: right;">6873187</p>
<p>Cause</p>	<p>The cause of the condition may be software anomalies.</p>

Correction

Note: This concern is not caused by a failed Over The Air (OTA) update

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

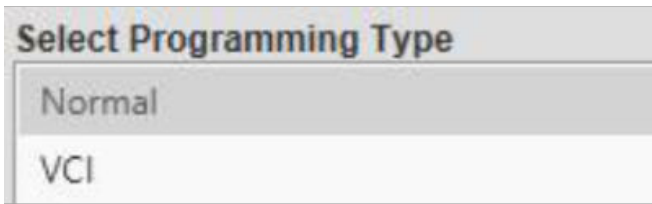
1. Using Service Programming, select the A11 radio, "**ONLY USE if following PIT6209 instructions* option, Normal.

Select Controller	
Code	Controller Name
Z1	Immobilizer Learn
P16	Instrument Cluster
K219	Lighting Control Module
K182	Park Assist Module
K43	Power Steering Control Module
A11	Radio
K36	Restraints Control Module
K85P	Restraints Occupant Classification System Module - Passenger
K56	Serial Data Gateway Module
B218	Side Obstacle Detection Control Module
K73	Telematic Control Module
K69	Transfer Case Control Module
K71	Transmission Control Module

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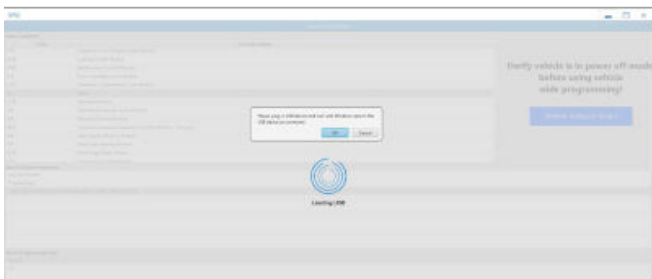
Select Function/Sequence
Programming
USB File Transfer
ONLY USE if following PIT 6209 instructions - Radio Data Wipe File

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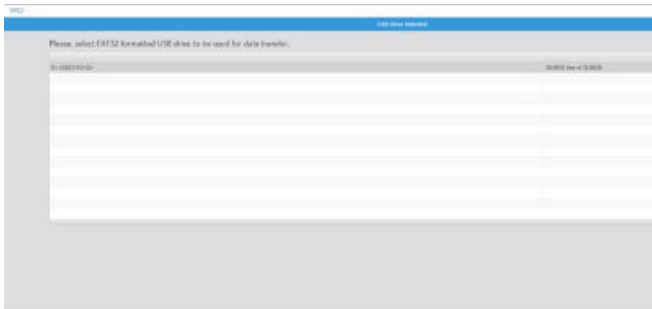
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2. Next, connect the USB to the PC.



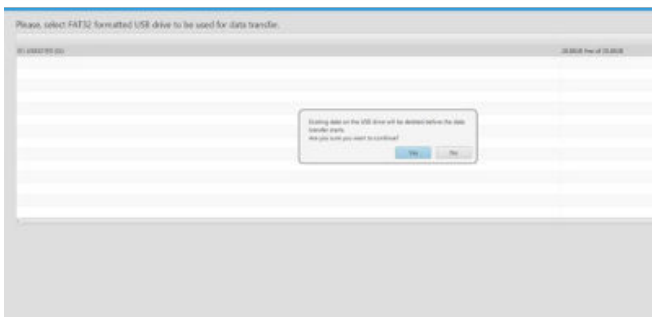
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3. Select the USB.



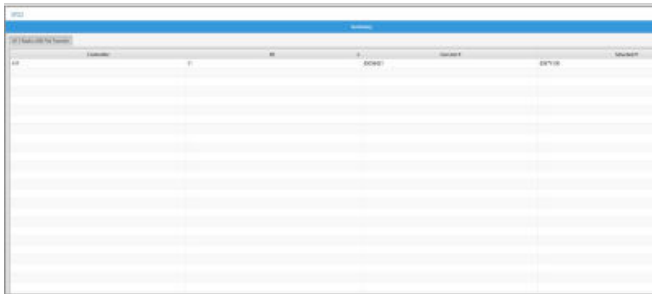
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4. Selecting Yes will erase all data on the USB.



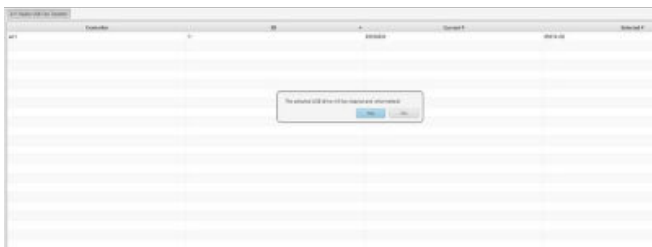
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5. The File Part number screen will be next.



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6. USB drive will be cleared and reformatted.



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7. Now the reprogramming message will be present.



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In the vehicle, once the process has started with the USB drive connected, 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 remove the USB stick from the vehicle or turn the vehicle off until the Home screen is shown.

The Home screen indicates the process successfully completed.



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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
2880007	Performing USB Wipe of radio to restore function	0.5 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	9
Modified	07/24/2024 - Created on. 10/17/2024 - Updated to change title and add model year. 10/18/2024 - Updated to add model year. 11/01/2024 - Updated Models. 12/02/2024 - Updated Models. 01/10/2025 - Updated Correction and Labor Operation. 02/20/2025 - Updated Correction and added picture. 03/27/2025 - Updated Correction. 03/05/2026 - Updated Model Year.

