



# Service Bulletin

Bulletin No.: PIT6393J

Date: March, 2026

## PRELIMINARY INFORMATION

**Subject: IVD - IVE Radio Issues**

| Brand:      | Model:              | Model Year: |    | VIN: |     | Engine: | Transmission: |
|-------------|---------------------|-------------|----|------|-----|---------|---------------|
|             |                     | from        | to | from | to  |         |               |
| Bright Drop | 400                 | 2024        |    | All  | All | All     | All           |
| Bright Drop | 600                 | 2024        |    | All  | All | All     | All           |
| Buick       | Enclave             | 2025 - 2026 |    | All  | All | All     | All           |
| Buick       | Envision            | 2024 - 2026 |    | All  | All | All     | All           |
| Cadillac    | CT5                 | 2025 - 2026 |    | All  | All | All     | All           |
| Cadillac    | Escalade            | 2025 - 2026 |    | All  | All | All     | All           |
| Cadillac    | Escalade<br>ESV     | 2025 - 2026 |    | All  | All | All     | All           |
| Cadillac    | ESCALADE<br>IQ      | 2025 - 2026 |    | All  | All | All     | All           |
| Cadillac    | LYRIQ               | 2024 - 2026 |    | All  | All | All     | All           |
| Cadillac    | OPTIQ               | 2025 - 2026 |    | All  | All | All     | All           |
| Cadillac    | VISTIQ              | 2026        |    | All  | All | All     | All           |
| Cadillac    | XT4                 | 2024 - 2026 |    | All  | All | All     | All           |
| Chevrolet   | Blazer EV           | 2024 - 2026 |    | All  | All | All     | All           |
| Chevrolet   | BrightDrop<br>400   | 2025        |    | All  | All | All     | All           |
| Chevrolet   | BrightDrop<br>600   | 2025        |    | All  | All | All     | All           |
| Chevrolet   | Colorado            | 2024 - 2026 |    | All  | All | All     | All           |
| Chevrolet   | Corvette            | 2026        |    | All  | All | All     | All           |
| Chevrolet   | Equinox             | 2024 - 2026 |    | All  | All | All     | All           |
| Chevrolet   | Equinox EV          | 2024 - 2026 |    | All  | All | All     | All           |
| Chevrolet   | Silverado EV        | 2024 - 2026 |    | All  | All | All     | All           |
| Chevrolet   | Suburban            | 2025 - 2026 |    | All  | All | All     | All           |
| Chevrolet   | Tahoe               | 2025 - 2026 |    | All  | All | All     | All           |
| Chevrolet   | Traverse            | 2024 - 2026 |    | All  | All | All     | All           |
| GMC         | Acadia              | 2024 - 2026 |    | All  | All | All     | All           |
| GMC         | Canyon              | 2024 - 2026 |    | All  | All | All     | All           |
| GMC         | Hummer EV<br>Pickup | 2026        |    | All  | All | All     | All           |
| GMC         | Hummer EV<br>SUV    | 2026        |    | All  | All | All     | All           |
| GMC         | Sierra EV           | 2024 - 2026 |    | All  | All | All     | All           |
| GMC         | Terrain             | 2025 - 2026 |    | All  | All | All     | All           |

| Brand: | Model:   | Model Year: |    | VIN: |     | Engine: | Transmission: |
|--------|----------|-------------|----|------|-----|---------|---------------|
|        |          | from        | to | from | to  |         |               |
| GMC    | Yukon    | 2025 - 2026 |    | All  | All | All     | All           |
| GMC    | Yukon XL | 2025 - 2026 |    | All  | All | All     | All           |

|                                   |   |
|-----------------------------------|---|
| <b>Involved Region or Country</b> | North America   |
| <b>Additional Options (RPO)</b>   | IVD or IVE  |
| <b>Condition</b>                  | A customer may comment they are having issues with their infotainment system. This may include any of the symptoms described below. |
| <b>Cause</b>                      | Concerns may be software, connection, or hardware.  |

## Correction

Step 1: For a blank or black cluster and radio display only, refer to SI diagnostics.

For a blank/black radio display only, refer to PIC6540 and perform a reset on the radio to see if display returns. If the display returns continue to step 2. If display does not return, follow normal SI diagnostics. If SI diagnostics lead you to replacing the radio or customer complaint is not related to blank or black screens, proceed to step 2.

Step 2: Check for DTCs in or related to the radio. If a DTC is set refer to SI diagnostics. If SI diagnostics instruct you to replace the radio go to step 3.

Note: If the following DTC's are set B1A1F.00, B1A1B.00, U1516 and U164E and the vehicle can get the software listed in 25-NA-085 or 25-NA-183 please update the radio it should correct the issue, if the vehicle is not currently listed in software 25-NA-085 or 25-NA-183, please ignore them as they are setting due to a software anomaly. DO NOT replace the radio for these DTCs.

**Note:** If the following DTCs are set please ignore them as they are setting due to a software anomaly do not replace the radio for any of these DTCs: B1596.86, U0142, U0265, U164B, U1615, U164E

**Caution:** When performing radio software updates that include a USB file transfer, it is imperative that the USB file only be used for the vehicle the software was intended for. Attempting to use the USB files on another vehicle will result in a radio failure that cannot be recovered and potentially not warrantable. To avoid this concern, always download a new USB file from Techline Connect SPS when performing radio updates.

If No DTCs are set, proceed to step 3.

Step 3: If customer concern is related to one of the symptoms below, verify customers radio is at the latest software version refer to bulletin in table below.

**Caution:** When performing radio software updates that include a USB file transfer, it is imperative that the USB file only be used for the vehicle the software was intended for. Attempting to use the USB files on another vehicle will result in a radio failure that cannot be recovered and potentially not warrantable. To avoid this concern, always download a new USB file from Techline Connect SPS when performing radio updates

**Note:** If symptom is related to a phone issue, please also make sure the customers phone is fully up to date.

**Note:** Please follow published Service Information for A11 Radio Reprogramming procedure. To find the build number in the radio please go to Settings>>System>>About>>Build Number.

**Note:** For 25MY-26MY Equinox and Terrain is experiencing a vibration, rattle or boom sound, refer to 24-NA-227.

**Note:** For 25MY-26MY Sierra EV and Silverado EV for turn signal activated camera operation, refer to 25-NA-085.

**Note:** For 24MY LYRIQ and having troubles with USB dating 25-NA-371, refer to PIC6635.

- Phone Projection/ Bluetooth/ Connectivity (IE Carplay and Android auto connection issues. While using Carplay, the Driver Information Center may show Audio Unavailable and the Steering Wheel Controls maybe inoperative for changing songs.)

- Radio display flickering or going blank, but recovers
- Intermittent HUD functionality (if equipped with UV6)
- Audio issue
- Camera display
- Cluster functionality except for blank or black screens
- HVAC controls

Step 4. If concerns continue disconnect, inspect, and reconnect all related connections, clear any codes if any are set and recheck for concern. If concern is still present, proceed to step 5. If concern is related to a blank or black cluster display that does not recover, proceed to step 6.

Step 5. If the radio is not fixed with the latest software or reset, please inform the customer that GM is working on several software improvements aimed at resolving current issues and improving overall functionality. Where practical, dealers should encourage customers to wait until updated software becomes available and please do not replace the radio, amplifier, speakers, radio display, Instrument panel display, or the Heads-up display.

| Model Year  | Brand       | Model                 | Latest Software Bulletin |
|-------------|-------------|-----------------------|--------------------------|
| 2024        | Bright Drop | Zevo 400/600          | 24-NA-092                |
| 2025        | BrightDrop  | Zevo 400/600          | 24-NA-193                |
| 2025        | Buick       | Enclave               | 25-NA-183                |
| 2026        | Buick       | Enclave               | Latest software          |
| 2024 - 2025 | Buick       | Envision              | 25-NA-183                |
| 2026        | Buick       | Envision              | Latest software          |
| 2025        | Cadillac    | CT5                   | 25-NA-183                |
| 2026        | Cadillac    | CT5                   | Latest software          |
| 2025        | Cadillac    | Escalade/Escalade ESV | 25-NA-371                |
| 2026        | Cadillac    | Escalade/Escalade ESV | Latest software          |
| 2025        | Cadillac    | Escalade IQ           | 25-NA-386                |
| 2026        | Cadillac    | Escalade IQ           | Latest software          |
| 2026        | Cadillac    | Escalade IQL          | Latest software          |
| 2023        | Cadillac    | LYRIQ                 | 24-NA-155                |
| 2024 - 2025 | Cadillac    | LYRIQ                 | 25-NA-371                |
| 2026        | Cadillac    | LYRIQ                 | Latest software          |
| 2025 - 2026 | Cadillac    | OPTIQ                 | 26-NA-048                |
| 2026        | Cadillac    | VISTIQ                | Latest software          |
| 2024 - 2025 | Cadillac    | XT4                   | 25-NA-183                |
| 2026        | Cadillac    | XT4                   | Latest software          |
| 2024        | Chevrolet   | Blazer EV             | 24-NA-193                |
| 2025        | Chevrolet   | Blazer EV except SS   | 24-NA-193                |
| 2025        | Chevrolet   | Blazer EV SS Only     | Latest software          |
| 2026        | Chevrolet   | Corvette              | Latest software          |
| 2024 - 2025 | Chevrolet   | Equinox               | 25-NA-183                |
| 2026        | Chevrolet   | Equinox               | Latest software          |
| 2024        | Chevrolet   | Equinox EV            | 24-NA-193                |
| 2025 - 2026 | Chevrolet   | Equinox EV            | 25-NA-386                |
| 2024 - 2026 | Chevrolet   | Silverado EV WT/RST   | 26-NA-048                |
| 2025        | Chevrolet   | Suburban /Tahoe       | 25-NA-371                |

| Model Year  | Brand         | Model            | Latest Software Bulletin |
|-------------|---------------|------------------|--------------------------|
| 2026        | Chevrolet     | Suburban/Tahoe   | Latest software          |
| 2024 - 2025 | GMC/Chevrolet | Acadia/Traverse  | 25-NA-183                |
| 2026        | GMC/Chevrolet | Acadia/Traverse  | Latest software          |
| 2023        | GMC/Chevrolet | Canyon/Colorado  | 24-NA-155                |
| 2024 - 2025 | GMC/Chevrolet | Canyon/Colorado  | 25-NA-183                |
| 2026        | GMC           | Hummer EV SUV    | 25-NA-330                |
| 2026        | GMC           | Hummer EV Pickup | 25-NA-330                |
| 2024 - 2026 | GMC           | Sierra Denali EV | 26-NA-048                |
| 2025        | GMC           | Terrain          | 25-NA-183                |
| 2026        | GMC           | Terrain          | Latest software          |

Step 6. If the cluster display only or both cluster and radio display is still black or blank after following SI diagnostics and a new radio is needed, 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?

**Important:** If the customer complaint is that the radio display intermittently goes blank but always recovers do not replace the radio as replacing the radio will not correct the issue and please be patient as we address these issues in upcoming future software releases.

Attestation question: Have you followed PIT6393, and require a radio 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         | Radio Reprogramming with SPS          | Use Published Labor Time |
| *3480578        | Disconnect and reconnect Radio module | 1.8 Hr.                  |
| 3420840         | Radio Replacement                     | Use Published Labor Time |

\*This is a unique Labor Operation for Bulletin use only.

|                 |  |
|-----------------|--|
| <b>Version</b>  | 10   |
| <b>Modified</b> | 06/16/2025 - Created On<br>07/01/2025 - Updated to add ESC's in Correction and bulletin section, updated Models.<br>07/25/2025 - Updated bulletin section to current software.<br>09/15/2025 - Updated bulletin section to current software, updated vehicles in software table.<br>09/30/2025 - Updated steps.<br>10/03/2025 - Updated steps.<br>10/22/2025 - Updated vehicles and updated steps. |

12/03/2025 - Updated Correction.

12/22/2025 - Updated bulletin table for LYRIQ and Correction referencing 25-NA-371 and 25-NA-085.

03/06/2026 - Updated model years and correction.

