



Service Bulletin

Bulletin No.: PIT6413A


Date: March, 2026

PRELIMINARY INFORMATION

Subject: Radio Goes To Controls And Safety Screen And Displays Infotainment Features Unavailable Banner On Bottom Of Screen After Update

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2025 - 2026		All	All	All	All
Buick	Envision	2025 - 2026		All	All	All	All
Cadillac	Escalade	2025 - 2026		All	All	All	All
Cadillac	Escalade ESV	2025 - 2026		All	All	All	All
Cadillac	ESCALADE IQ	2025 - 2026		All	All	All	All
Cadillac	LYRIQ	2023 - 2026		All	All	All	All
Cadillac	OPTIQ	2025 - 2026		All	All	All	All
Cadillac	VISTIQ	2026		All	All	All	All
Chevrolet	Blazer EV	2024 - 2026		All	All	All	All
Chevrolet	Colorado	2024 - 2026		All	All	All	All
Chevrolet	Equinox	2025 - 2026		All	All	All	All
Chevrolet	Equinox EV	2024 - 2026		All	All	All	All
Chevrolet	Silverado EV	2024 - 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	Sierra EV	2024 - 2026		All	All	All	All
GMC	Terrain	2025 - 2026		All	All	All	All
GMC	Yukon	2025 - 2026		All	All	All	All
GMC	Yukon XL	2025 - 2026		All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IVD or IVE

<p>Condition</p>	<p>A technician may notice after updating the A11 radio that it goes to the controls and safety page and displays a banner on the bottom of the screen that infotainment features are unavailable.</p>  <p style="text-align: right;">6985472</p>
<p>Cause</p>	<p>Software anomaly after the update</p>

Correction

On the banner on the bottom of the display, please hit factory reset and the radio will return to normal operation.

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
*3481318	Perform factory reset to restore radio functionality	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	07/24/2025 - Created on. 03/17/2026 - Updated title and model years.

