



# Service Bulletin

Bulletin No.: PIC6602U

Date: April, 2026

## PRELIMINARY INFORMATION

**Subject: IOK Radio Issues**

| Brand:     | Model:           | Model Year: |    | VIN: |     | Engine: | Transmission: |
|------------|------------------|-------------|----|------|-----|---------|---------------|
|            |                  | from        | to | from | to  |         |               |
| BrightDrop | Zevo 600         | 2023        |    | All  | All | All     | All           |
| Chevrolet  | Corvette         | 2024-2025   |    | All  | All | All     | All           |
| Chevrolet  | Silverado 1500   | 2022-2026   |    | All  | All | All     | All           |
| Chevrolet  | Silverado 2500   | 2024-2026   |    | All  | All | All     | All           |
| Chevrolet  | Silverado 3500   | 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      | 2022-2026   |    | All  | All | All     | All           |
| GMC        | Sierra 2500      | 2024-2026   |    | All  | All | All     | All           |
| GMC        | Sierra 3500      | 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        | 2022-2023   |    | All  | All | All     | All           |
| GMC        | Hummer EV Pickup | 2024-2025   |    | All  | All | All     | All           |
| GMC        | Hummer EV SUV    | 2024-2025   |    | All  | All | All     | All           |

|                                   |  |
|-----------------------------------|--|
| <b>Involved Region or Country</b> | United States  |
| <b>Additional Options (RPO)</b>   | IOK  |
| <b>Condition</b>                  | Customers may comment of:<br>- No audio concerns.<br>- Blank, Black, Freezing/Frozen, or Glitching Display screen.<br>- "Return to Dealer" or "Demo Mode" message on the display.<br>- Phone connectivity concerns |
| <b>Cause</b>                      | Concerns may be software, connection, or hardware.   |

### Correction

**Note:** If the VIN you need a radio for is part of N252504460- *Customer Satisfaction Program - Radio Replacement and Reprogramming* this PI is not applicable, please call/order as per step 1.8 below and state that the part is required for a VIN applicable to N252504460- *Customer Satisfaction Program - Radio Replacement and Reprogramming*

1. For a blank or black radio display concern refer to PIC6629

**Note:** This step does not apply to screens that go blank and recover, if the vehicle comes in with this concern proceed to step 1.2 and update the vehicle to the latest software

1.1 For a return to dealer or Demo Mode message displayed on the radio screen see PIT6209, if the display shows Device is Starting and is stuck on that screen, please refer to PIC6630.

1.2 Check current software and verify the radio software is up to date per:

- 25-NA-318 for 2022-2026 LD Trucks, 2024-2026 HD trucks and 2022-2024 SUVs
- 24-NA-168 for Hummer 2022-2024
- 25-NA-098 for Corvette and MY2025 Hummer

If the radio is not at latest software level update the radio, clear all codes and recheck for concern.

1.3 If the customer came in with a phone connectivity concern, please make sure that the customers phone is updated to the latest iOS or Android software before proceeding further.

1.4. For audio concerns including intermittent 1-2 second loss of audio or loss of audio for an entire ignition cycle see PIT6406

1.5. If concerns continue perform a radio data wipe by going to SPS, select A11 radio, then select \*ONLY USE if following PIC6630 instructions\*- Radio data reset and follow the on screen instructions.

**Note:** For the purposes of this PI ignore\*ONLY USE if following PIC6630 instructions\* and perform the data reset

**Note:** Once this operation is performed, the customer will need to log back into their google account, and repair any mobile devices that were saved on the radio

1.6 Perform a wiggle test where the wire meets the connector body of the LVDS cable at the radio and display. If display recovers, replace the LVDS cable

**Note:** For ease of access please check the LVDS connection at the radio first if display has not been undone from the vehicle.

1.7 If concerns continue disconnect, inspect, and reconnect all related connections, clear any codes and recheck for concern.

1.8 After the Date wipe has been performed, if concerns are still present for the symptoms below DO NOT REPLACE THE RADIO:

- A complete loss of audio over an Ignition cycle or short cuts in audio mentioned in PIT6406.
- Phone connectivity issues.

DO NOT REPLACE THE RADIO for these issues as it will not correct the customer's concern. Engineering is aware of the issue and investigating the root cause we ask to please be patient until a resolution is published.

1.9 If concern is still present and is not a software anomaly mentioned in step 1.7, 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?

**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   |
| *3480578   | Disconnect and reconnect Radio module  | 1.0 Hrs.   |
| 3480688  | Radio Replacement per TAC Instructions | MY22-25 Hummer SUV and Pickup 1.1 Hrs.<br>MY22.5-25 Silverado and Sierra 1500 1.2 Hrs.<br>MY24-25 2500/3500HD 1 Hr.<br>MY24-25 Corvette 1.3 Hrs.<br>MY22-24 Tahoe/ Suburban/ Yukon/Yukon XL 1.1 Hrs. |
| *This is a unique Labor Operation for Bulletin use only. |  |  |

|                 |  |
|-----------------|--|
| <b>Version</b>  | 20   |
| <b>Modified</b> | 04/30/2025 Created on.<br>05/01/2025 - Updated Correction.<br>05/13/2025 - Updated Correction.<br>05/29/2025 - Updated Models.<br>06/19/2025 - Update to the Correction.<br>06/30/2025 - Update to correction<br>07/23/2025 - Updated correction to ESC restriction<br>07/30/2025 - Update to correction<br>08/14/2025 - Updated to correction to ESC restriction<br>10/03/2025 - Updated to change labor operation for programming per BQM request<br>10/08/2025 - Updated to add note to not replace radio for audio issues<br>10/17/2025 - Updated to add 25-NA-318 for 2022-2023 LD Trucks and 2024 HD trucks<br>10/23/2025 - Updated to add 25-NA-318 for 24 LD Trucks and 2024 SUVs<br>11/11/2025 - Update to the correction<br>11/18/2025 - Update to the correction<br>12/02/2025 - Update to the correction<br>02/06/2026 - Update to the correction section removed 25-NA-121 and add all vehicles to 25-NA-318<br>02/26/2026 - Update to correction to add 2022 SUV's to 25-NA-318<br>03/06/2026 - Updated to change step 1.5 in correction from PIC6209 to PIC6630<br>04/23/2026 - Updated to add LVDS cable wiggle test to correction section |

