



# Service Bulletin

Bulletin No.: PIT6393K

Date: April, 2026

## PRELIMINARY INFORMATION

**Subject: IVD - IVE Radio Issues**

**Note:** If you were directed to this document from PIC6629, please start at step 3.

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 ESV	2025 - 2026		All	All	All	All
Cadillac	ESCALADE IQ	2025 - 2026		All	All	All	All
Cadillac	ESCALADE IQL	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	Bolt	2027		All	All	All	All
Chevrolet	BrightDrop 400	2025		All	All	All	All
Chevrolet	BrightDrop 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 Pickup	2026		All	All	All	All

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Hummer EV SUV	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

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO)</b>	IVD or IVE
<b>Condition</b>	<p>A customer may comment that they are having issues with the infotainment system. These issues may include any of the symptoms described below.</p> <p>If a vehicle comes in with any of the concerns listed below, do not continue with this diagnostic. Instead, refer to the applicable service bulletin listed below, which contains the repair procedure and, if required, a software update to enable the affected feature.</p> <ul style="list-style-type: none"> <li>· One or more of the following DTCs are set: B1A1F.00, B1A1B.00, U1516, or U164E, and the vehicle is listed in 25-NA-085 or 25-NA-183.</li> <li>· For 25MY–26MY Equinox and Terrain vehicles experiencing a vibration, rattle, or boom sound, refer to 24-NA-227.</li> <li>· For 25MY–26MY Sierra EV and Silverado EV vehicles with concerns related to turn-signal-activated camera operation, refer to 25-NA-085.</li> </ul> <p>Note: The bulletins listed above contain the software updates where these issues were corrected; newer software may exist for the vehicle. To verify that the radio has the latest software, perform the USB update in SPS. If the radio is current, SPS will display a blocked message during the USB file transfer process. For additional information, refer to A11 Radio Programming and Setup in SI. If none of the conditions above match the customer's concern, proceed with the diagnostic steps below.</p>
<b>Cause</b>	<p>The concern may be caused by software, connection, or hardware issues. This may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>· Intermittent HUD functionality (if equipped with UV6 or UAS)</li> <li>· Audio issue</li> <li>· Camera display (Except vehicles equipped with UKL)</li> <li>· Cluster functionality except for blank or black screens</li> <li>· HVAC controls</li> </ul>

## Correction

Step 1: For a blank or black cluster and/or radio display, refer to PIC6629 to determine if the display returns. If the display returns and there are other concerns, or if the customer complaint is not related to blank or black screens, proceed to Step 2.

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 the radio or related modules. If any DTC is set, refer to SI diagnostics. If SI diagnostics instruct you to replace the A11 radio, go to Step 3.

**Note:** If the DTC is stored in History, refer to PIT6457.

If the DTC is stored in History, refer to PIT6457.

ID	Current #
	85830959
	85868584
	85830961
	85830963
<div style="border: 1px solid gray; padding: 5px; width: fit-content;"> <p>M6991: You are attempting to reprogram with the same calibration. This is not allowed for the selected ECU. Please record Warranty Claim Code.</p> <p style="text-align: right;"><input type="button" value="OK"/></p> </div>	
	85830973
	85830975

7131280

**Note:** To find the current software version installed on the radio, go to Settings >> System >> About >> Build Number.

**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 file on another vehicle will result in a radio failure that cannot be recovered and may not be warrantable. To avoid this concern, format the USB stick and always download a new USB file from Techline Connect SPS when performing radio updates.

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

If No DTCs are set, proceed to step 3.

Step 3: If customer concern is related to one of the symptoms below, verify customer's 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 customer's phone is fully up to date.

- Phone Projection/Bluetooth/Connectivity (e.g., Apple CarPlay and Android Auto connection issues. While using CarPlay, the Driver Information Center may show "Audio Unavailable," and the steering wheel controls may be inoperative for changing songs.)

**Note:** If the customer concern is no longer present and cannot be duplicated after updating the vehicle software, do not proceed further with this diagnostic. Return the vehicle to the customer.

Step 4: For a blank/black screen, or if displays go blank and then recover, wiggle-test the LVDS connection at the radio and at the display that is going blank, where the wire meets the connector body. If the display cuts in and out while performing this action, replace the LVDS cable.

Step 5: If the concern continues, disconnect, inspect, and reconnect all related connections. Clear any DTCs that are set and recheck for the concern. If the concern is still present, proceed to Step 6.

Step 6: If, after following the instructions above, a new radio is needed, these radios are currently restricted through the Electronic Service Center (ESC). Contact your preferred ESC to order the new radio. The ESC will require a response to the attestation questions before authorization is provided.

**Attestation question:**

Have you reset the module, installed the latest software, disconnected and reconnected the radio, followed PIT6393 and determined that the radio still requires replacement?

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	26-NA-059
2024 - 2025	Buick	Envision	25-NA-183
2026	Buick	Envision	Latest software
2025	Cadillac	CT5	25-NA-183
2026	Cadillac	CT5	26-NA-059
2025	Cadillac	Escalade/Escalade ESV	25-NA-371
2026	Cadillac	Escalade/Escalade ESV	Latest software
2025 - 2026	Cadillac	Escalade IQ	26-NA-124
2026	Cadillac	Escalade IQL	26-NA-124
2023	Cadillac	LYRIQ	24-NA-155
2024 - 2025	Cadillac	LYRIQ	25-NA-371
2026	Cadillac	LYRIQ	26-NA-059
2025	Cadillac	OPTIQ	26-NA-048
2026	Cadillac	OPTIQ	26-NA-059
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
2027	Chevrolet	Bolt	Latest software
2026	Chevrolet	Corvette	26-NA-059
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
2026	Chevrolet	Suburban/Tahoe	Latest software
2024 - 2025	GMC/Chevrolet	Acadia/Traverse	25-NA-183
2026	GMC/Chevrolet	Acadia/Traverse	26-NA-059
2023	GMC/Chevrolet	Canyon/Colorado	24-NA-155
2024 - 2025	GMC/Chevrolet	Canyon/Colorado	25-NA-183
2026	GMC	Hummer EV SUV	26-NA-124
2026	GMC	Hummer EV Pickup	26-NA-124
2024 - 2026	GMC	Sierra Denali EV	26-NA-048
2025	GMC	Terrain	25-NA-183
2026	GMC	Terrain	Latest software

Model Year	Brand	Model	Latest Software Bulletin
2025	GMC	Yukon/Yukon XL	25-NA-371
2026	GMC	Yukon/Yukon XL	Latest software

### 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.		

Version	11
<b>Modified</b>	<p>06/16/2025 - Created On</p> <p>07/01/2025 - Updated to add ESC's in Correction and bulletin section, updated Models.</p> <p>07/25/2025 - Updated bulletin section to current software.</p> <p>09/15/2025 - Updated bulletin section to current software, updated vehicles in software table.</p> <p>09/30/2025 - Updated steps.</p> <p>10/03/2025 - Updated steps.</p> <p>10/22/2025 - Updated vehicles and updated steps.</p> <p>12/03/2025 - Updated Correction.</p> <p>12/22/2025 - Updated bulletin table for LYRIQ and Correction referencing 25-NA-371 and 25-NA-085.</p> <p>03/06/2026 - Updated model years and correction.</p> <p>04/21/2026 - Updated bulletin table, condition, correction and cause.</p>

