



Service Bulletin

Bulletin No.: PIC6630B


Date: May, 2026

PRELIMINARY INFORMATION

Subject: Device is Starting 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	Hummer	2022-2025		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

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 “Device is Starting...” on the display. The recover method in Radio Malfunction may not work.</p>  <p>7028486</p>
<p>Cause</p>	<p>The cause of the condition may be software anomaly.</p>

Correction

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

Using Service Programming, select the A11 radio, “*ONLY USE if following PIT6630 instructions* option, Normal.

The screenshot shows a software window titled "Supported Controllers". On the left, there is a table listing various vehicle controllers. On the right, there is a large grey panel with a warning message and a button. Below the table, there is a section for "USB File Transfer" with a list of files, one of which is highlighted with a red box. At the bottom, there is a "Select programming mode" section with a dropdown menu and a "Done" button.

Code	Controller Name
834	Power Steering Control Module
835	Radio
836	Body Control Module
837	Instrument Cluster/Cluster - System Module - Passenger
838	Door Drive Control Module - Gateway Function
839	Gate Control Data Bus Control Module
870	Telematics Control Module
880	Tailor Lamp Control Module
889	Transfer Case Control Module
891	Transmission Control Module

Verify vehicle is in power off mode before using vehicle wide programming!

Vehicle Software Status

USB File Transfer

- 70671330 - Following (PIC 6220 instructions) - Radio Data Binary File
- 70671330 - Following (PIC630 instructions) - Radio Data Binary**

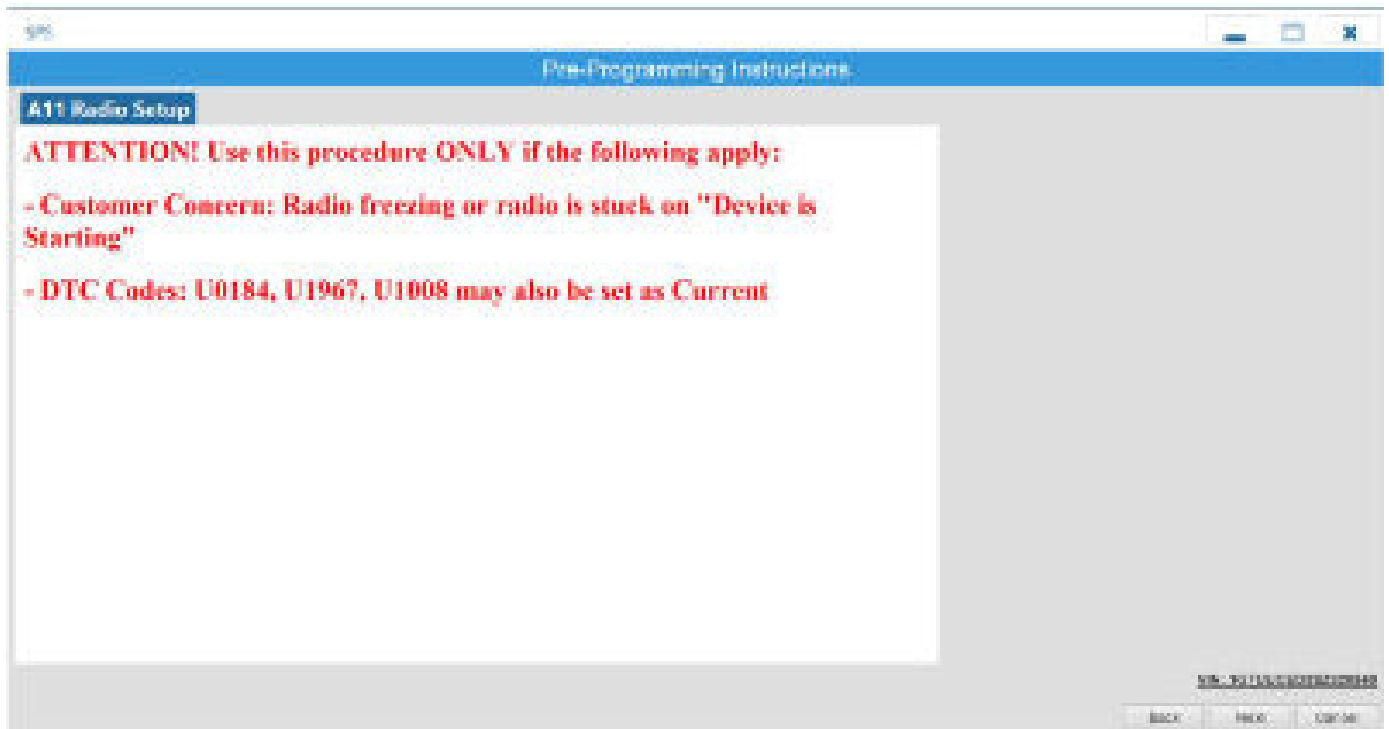
Select programming mode

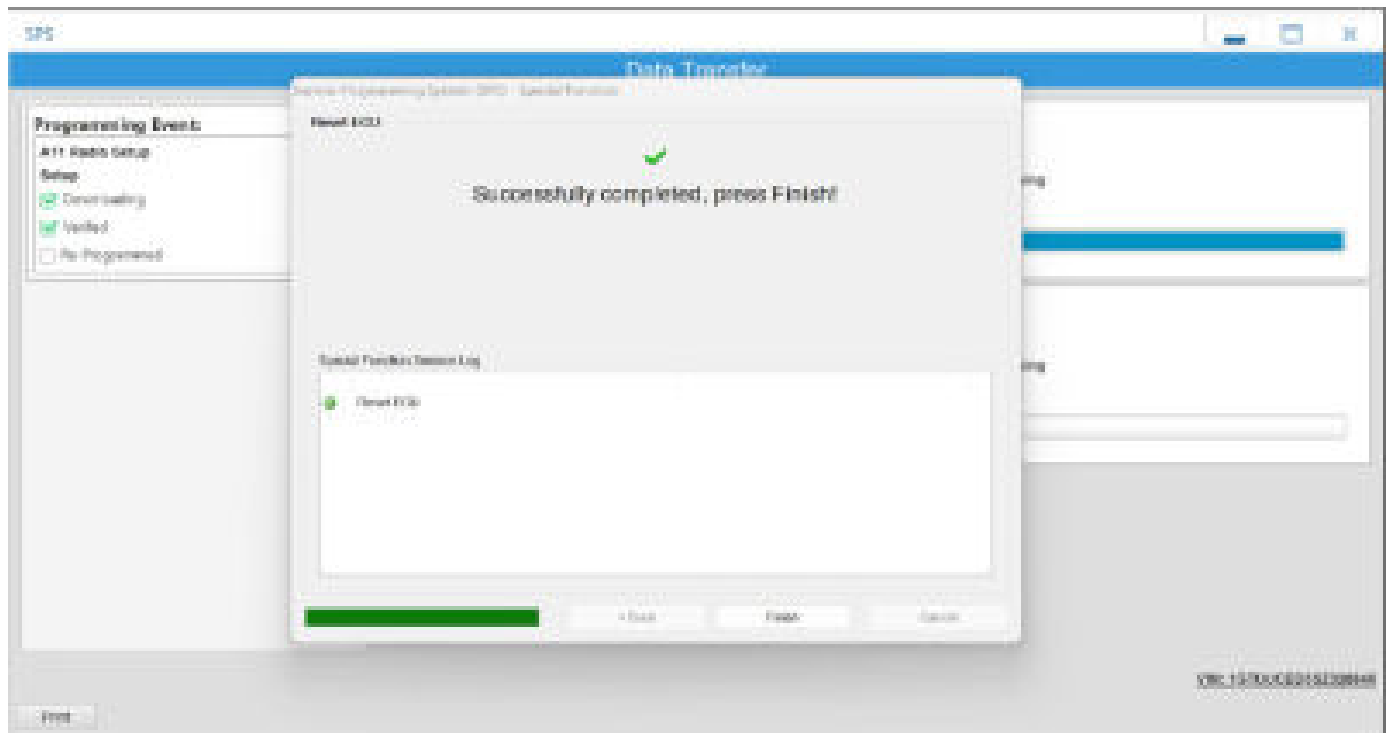
Normal

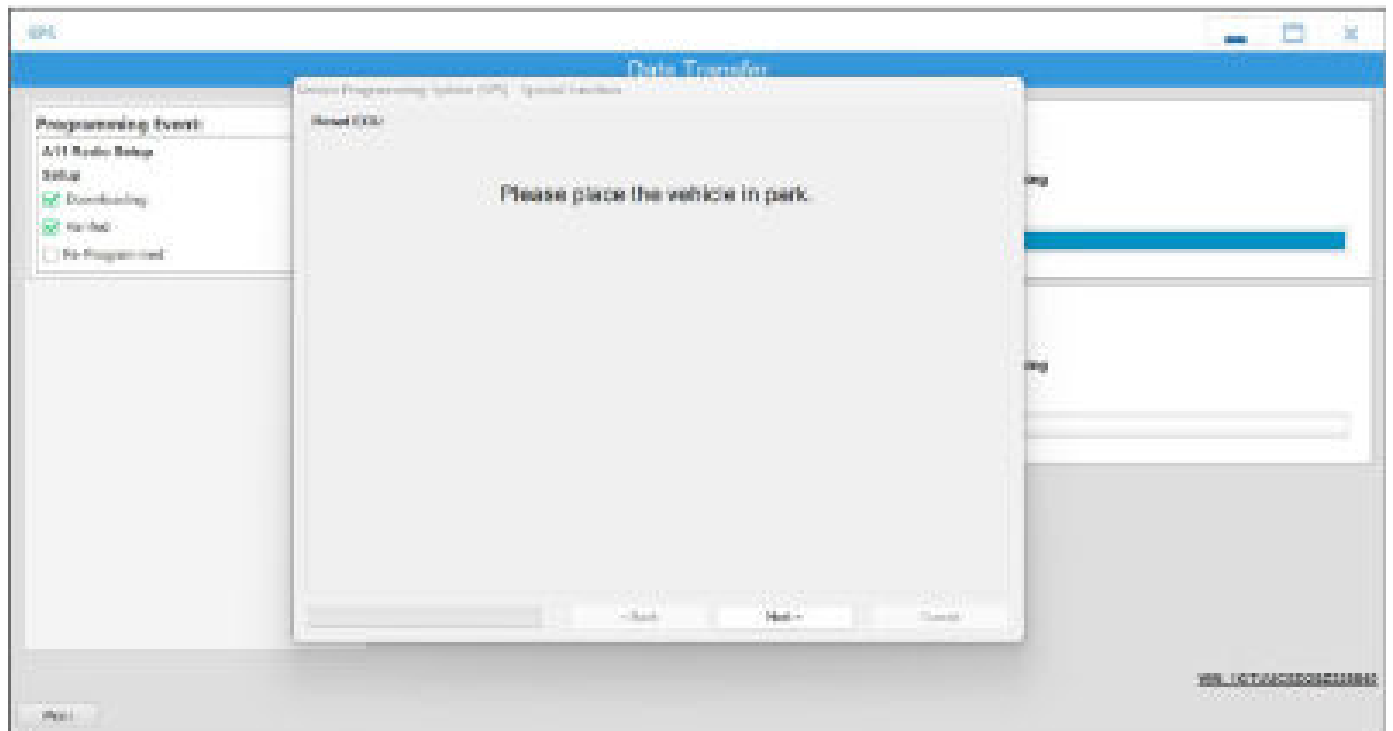
VO

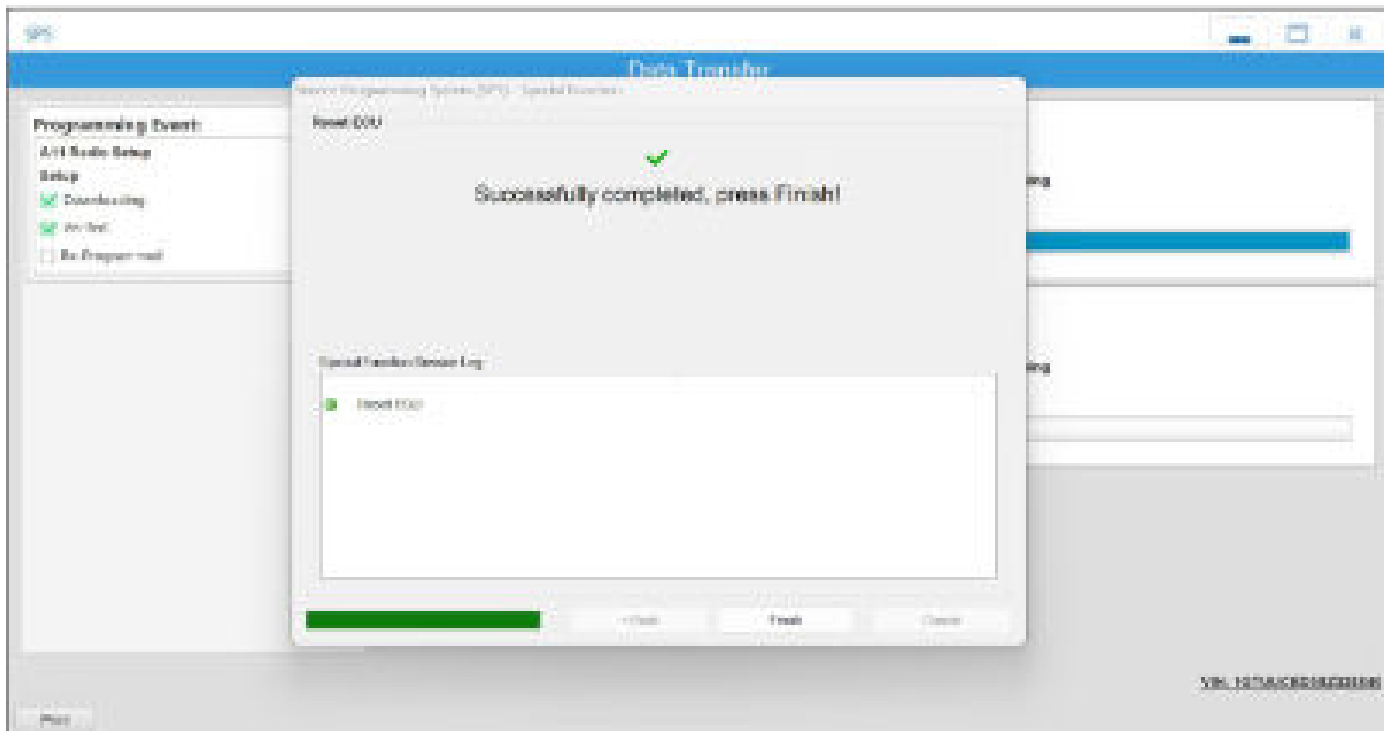
Done

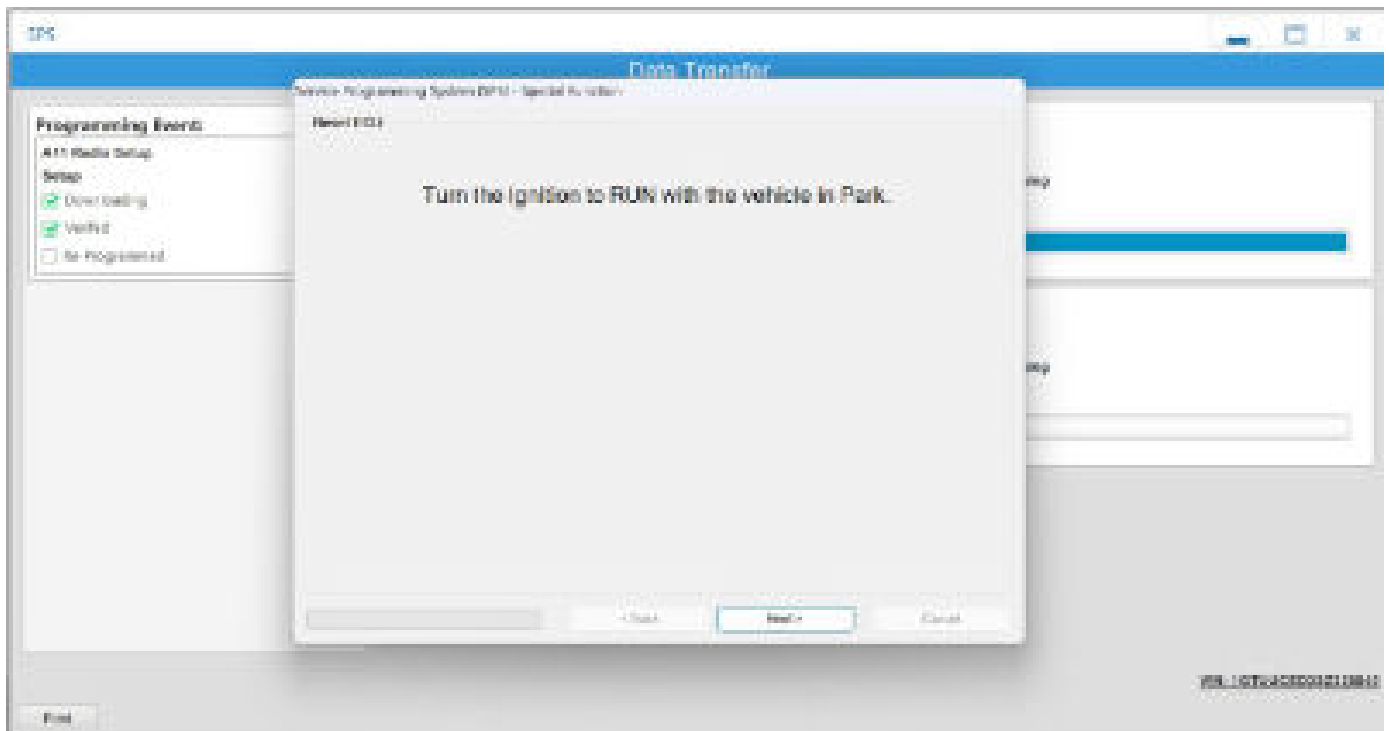
Done Data Auto Transfer Config/Reset Stop Save Cancel











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In the vehicle, once the process has started, 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 turn the vehicle off until the Home screen is shown.

The Home screen indicates the process successfully completed.

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
*3481418	Performing Data Wipe of radio to restore function	0.3 Hr.
2810335	Radio Reprogramming with SPS	Use Published Labor Time
*This is a unique Labor Operation for Bulletin use only.		

Version	3
Modified	11/25/2025 - Created. 12/02/2025 - Updates to the models and condition 05/06/2026 - Updated Models

