



# Service Bulletin

Bulletin No.: PIC6540J

Date: May, 2026

## PRELIMINARY INFORMATION

**Subject: Radio Reset Instructions**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
All	All	2023 - 2027		All	All	All	All

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO)</b>	IOK, IOR, IOS, IOT, IOU, IOV, IVA, IVD, IVE
<b>Condition</b>	Customer may comment the Infotainment system has either a black screen or is frozen.
<b>Cause</b>	This may be due to software anomalies that may be corrected by a reset of the infotainment system

### Correction

**Note:** If the customer comes in for Navigation issues this PI does not apply, please refer to normal SI diagnostics

Method 1 Steering wheel control reset RPO IOK, IVD and IVE only, for all other RPOs start at method 2

1. Vehicle must be in Park to reboot your system.
2. Press and hold the END CALL button on steering wheel for about 15-30 seconds. Until the center screen turns black, then release the END CALL button.
3. After approx. 5-15 seconds, you will see the welcome screen and your infotainment system will reboot itself.
4. If this recovers the Radio check if there is any software updates available for the A11 radio. If it does not recover the radio proceed to method 2

Method 2 Cycle the Fuse for the Radio module and/or display.1. Locate the appropriate fuse or fuses for the radio remove them wait 3 minutes then reinstall the fuses

2.If this does not correct the concern, locate the appropriate fuses for the display, remove them wait 3 minutes then reinstall the fuses3. If this corrects the concern, check if there is any software updates available for the A11 radio. If it does not recover the radio proceed to method 3

Method 3 Cycle the 12V Battery.1. Unhook and reconnect negative battery cable, refer to "Battery Negative Cable Disconnection and Connection" for instructions.

2. If this recovers the Radio check if there is any software updates available for the A11 radio. If it does not recover the radio refer to "Testing for Intermittent Conditions and Poor Connection".
3. If any connection or wiring issues are found repair as necessary.
4. If nothing is found and the radio will not recover, refer to SI diagnostics

**Note:** Dealers should also make customers aware of the SWC reset procedure, especially if they find that to solve the customer's concern.

## 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
*3429852	Infotainment System Reset	.5 Hr.
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	10
<b>Modified</b>	03/08/2024 - Created on. 03/13/2024 - Updated to add IOK radios 03/22/2024 - Updated to correct labor op. 04/04/2024 - Updated to correct warranty statement. 05/22/2024 - Updated to add note that PI does not apply to NAV issues 09/09/2024 - Updated to add 2025 model year 12/31/2025 - Updated to add 2026 model year 04/30/2026 - Updated to clarify correction section 05/11/2026 - Updated to add 2027 model year 05/14/2026 - Updated to add direction to method 2

