Service Bulletin

Bulletin No.: PIC6611H
Date: October, 2026

PRELIMINARY INFORMATION

Subject: IVA Radio Issues

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envista	2024-2026		ALL	ALL	ALL	ALL
Buick	Encore GX	2024-2026		ALL	ALL	ALL	ALL
Chevrolet	Trailblazer	2024-2026		ALL	ALL	ALL	ALL
Chevrolet	Trax	2024-2026		ALL	ALL	ALL	ALL

Involved Region or Country	North America
Additional Options (RPO)	IVA
Condition	A customer may comment on any issues with their infotainment system. This may include any of the symptoms described below
Cause	Concerns may be software, connection, or hardware.

Correction

Diagnostic Tip: for an intermittent blank but backlit radio display or lagging radio functions disconnect the rear camera and see if concern is corrected. If concern is corrected with camera disconnected replace the camera.

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

Step 2: If the radio is not at latest software level, please update the radio, clear all codes and recheck for concern.

• 26-NA-131 : Radio Software Version 169.6.

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

Note: During the USB programming event, the vehicle must remain in PARK with the engine running for the entire update. If the engine is shut off or the transmission is moved out of PARK while programming is in progress, the radio may become inoperable and non-recoverable.

Step 3: For Blank/Black screen, or displays going blank and recover, wiggle the LVDS where the cable meets the connector body. If the display goes completely black and does not recover or if it flickers, or goes in and out from wiggling the cable, ONLY replace the LVDS cable. (refer to SI for specific vehicle connector locations)

Step 4. If concerns continue disconnect, inspect, and reconnect all related connections, clear any codes and recheck for concern.

Step 5. If concern is still present and a new radio is needed, 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?

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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	0.6 Hr.
3420840	Radio Replacement	Use Published Labor Time
*This is a unique Labor Operation for Bulletin use only.		

Version	9
Modified	06/16/2025 - Created On 06/30/2025 - Updated to change correction 09/15/2025 - Updated to change correction 11/20/2025 - Updated to add 2026 Model Year. 03/05/2026 - Updated to change software level to latest 169.5 04/21/2026 - Updated to add LVDS testing to correction section 04/27/2026 - Updated latest software bulletin and software numbers in correction 05/29/2026 - Updated to add note that vehicle must remain running and in park during programming 10/21/2026 - Updated to change instructions for LVDS wiggle test

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

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