

## Document ID: 6908598

**#PIC6602A: IOK Radio Issues - (May 1, 2025)****Subject: IOK Radio Issues**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Corvette	2024-2025		All	All	All	All
Chevrolet	Silverado	2022-2025		All	All	All	All
Chevrolet	Silverado HD	2024-2025		All	All	All	All
Chevrolet	Suburban	2022-2024		All	All	All	All
Chevrolet	Tahoe	2022-2024		All	All	All	All
GMC	Sierra	2022-2025		All	All	All	All
GMC	Sierra HD	2024-2025		All	All	All	All
GMC	Yukon	2024-2024		All	All	All	All
GMC	Hummer EV	2022-2025		All	All	All	All

<b>Involved Region or Country</b>	United States
<b>Condition</b>	Customers may comment of: <ul style="list-style-type: none"> <li>• No audio concerns</li> <li>• Blank, Black, Freezing/Frozen, or Glitching Display screen</li> <li>• "Return to Dealer" or "Demo Mode" message on the display</li> </ul>
<b>Cause</b>	Concerns may be, software, connection, or hardware.

**Correction**

1. For a blank or black screen that cannot be viewed refer to PIC6540 and perform a reset on the radio to see if display returns, continue with steps below. If display does not return, follow normal SI diagnostics

1.1 For a return to dealer or Demo Mode message displayed on the radio screen see PIT6209

1.2 Verify the radio software is up to date:

- 24-NA-261 for 2022-2024 Full Size Trucks and SUV's
- 24-NA-276 for 2025 Full Size Trucks

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

1.4. If concern is still present and a new radio is needed, these radios are currently restricted through Specmo record the results of above testing along with build version (settings>>about) on the radio screen and start a DCM case with PQC to start the authorization process for a new radio. PQC will require results from 1.1-1.3 before authorization will be provided. Radio build version will not be required for blank screen concerns that do not recover.

2. For intermittent audio concerns please see PIT6367 and for audio concerns lasting a complete ignition cycle please see PIT6101Q

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
*2880298	Update radio to latest software	0.8 Hrs.
*3480578	Disconnect and reconnect Radio module	1.0 Hrs.
*3480688	Radio Replacement per TAC Instructions	MY22-25 Hummer SUV and Pickup 1.1 Hrs. MY22.5-25 Silverado and Sierra 1500 1.2 Hrs. MY24-25 2500/3500HD 1 Hr. MY24-25 Corvette 1.3 MY22-24 Tahoe/Suburban/Yukon/Yukor XL 1.1 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	04/23/2025 – Created on. 05/01/2025 - Updated Correction.

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