

GM Bulletin PIC6611 IVA - Radio Issues requires the following information for your part number:

Please Review and Answer the following:

Step 1:

- For a blank or black cluster or cluster and radio display refer to SI diagnostics.
- 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 with steps below. If display does not return, follow normal SI diagnostics.

Display Is Black or Blank:

If concern is still present and a new radio is needed, these radios are currently restricted.

Step 2

If customer concern is related to one of the symptoms below, verify customers radio is at the latest software version.

- Phone Projection/ Bluetooth/ Connectivity
- Audio
- Camera
- Cluster
- Radio Display
- HVAC

Step 3

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

Step 4

If all steps have been followed and the customer concern is still present please continue with ordering a radio.

Have you followed PIC6611, installed the latest software, performed a reset, and confirmed that the radio still requires a replacement?