

**GM Bulletin PIT6393 IVD - IVE 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 the radio is not fixed with the latest software or reset, please inform the customer that GM is working on several software improvements aimed at resolving current issues and improving overall functionality. Where practical, dealers should encourage customers to wait until updated software becomes available and please do not replace the radio, amplifier, speakers, radio display, Instrument panel display, or the Heads-up display.

**Have you followed PIT6393, installed the latest software, performed a reset, and confirmed that the radio still requires a replacement?**