

GM Bulletin PIT6602H IOK Radio Issues requires the following information for your part number:

NOTE: If the VIN you need a radio for is part of N252504460 - Customer Satisfaction Program - Radio Replacement and Reprogramming this PI is not applicable, please call/order as per step 1.4 below and state that the part is required for a VIN applicable to N252504460 - Customer Satisfaction Program - Radio Replacement and Reprogramming

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:

- [25-NA-121](#) for 2022-2025 LD trucks. 2024-2025 HD Trucks and 2022-2024 SUVs
- [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 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?

2. For audio concerns including intermittent 1-2 second loss of audio or loss of audio for an entire ignition cycle see [PIT6406](#).

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.

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

Have you followed PIT6602H, installed the latest software, performed a reset, and confirmed that the radio still requires a replacement?