

#PIT6101L: Intermittent No Audio - (Sep 25, 2024)

Subject: Intermittent No Audio



| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|--------------|-------------|----|------|-----|---------|---------------|
| | | from | to | from | to | | |
| Buick | Enclave | 2023-2024 | | All | All | All | All |
| Chevrolet | Blazer | 2023-2024 | | All | All | All | All |
| Chevrolet | Silverado | 2023-2024 | | All | All | All | All |
| Chevrolet | Silverado HD | 2024 | | All | All | All | All |
| Chevrolet | Suburban | 2023-2024 | | All | All | All | All |
| Chevrolet | Tahoe | 2023-2024 | | All | All | All | All |
| Chevrolet | Traverse | 2023 | | All | All | All | All |
| GMC | Acadia | 2023 | | All | All | All | All |
| GMC | Sierra | 2023-2024 | | All | All | All | All |
| GMC | Sierra HD | 2024 | | All | All | All | All |
| GMC | Yukon | 2023-2024 | | All | All | All | All |
| GMC | Yukon XL | 2023-2024 | | All | All | All | All |

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|-----------------------------------|-------------------------------------|
| Involved Region or Country | GME, GMIO, GMNA, GMSA and Holden |
| Additional Options (RPO) | Equipped with RPO UQA, UQS |
| Condition | Please refer to correction section. |

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| Cause | The cause of the condition may be hardware or software anomalies |
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Correction

1. Verify the loss of audio the customer is experiencing.

1.1 No audio for the duration of the ignition cycle, but may return on the next key cycle and No turn signal "click clack"

If the customer experiences this concern, please replace the amplifier.

2. Verify radio software is up to date. If software is Y171 (IOK), or V167 (IOS, IOT, IOU) or lower please update the radio.

3. (IOK Only) If the customer is experiencing short cuts in audio primarily shortly after start up (usually the audio cut is no longer than a couple of seconds), but audio always returns, after installing radio software Y172, this is due to a software anomaly in the radio.

3.1 Do not replace the radio or amplifier for this condition. GM is aware of this concern and will update dealers with a service bulletin once a fix is released.

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 | Reprogram and USB update radio if radio version is less than V167 for IOS,IOT or IOU | Use Published labor time guide |
| 3421200 | Replace Amplifier | Use Published labor time guide |
| 2887958 | Verify short loss of audio related to radio software anomaly (IOK) only | .2 Hr. |
| *This is a unique Labor Operation for Bulletin use only. | | |

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern.

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|-----------------|--|
| Version | 11 |
| Modified | 12/11/2023 - Created on. 02/27/2024 - Updated to change software on IOK radios. |

03/05/2024 - Updated to add julian date for amplifiers.
03/07/2024 - Updated to edit correction verbiage.
03/28/2024 - Update to edit labor operation information
05/06/2024 - Update to edit service procedure and Labor Operation.
07/11/2024 - Update to correct Julian date picture and remove models.
07/26/2024 - Update to add models
08/14/2024 - Update to add Admin details
09/10/2024 - Updated correction section.
09/17/2024 - Updated to correct software number on IOS IOU and IOT

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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