



Preliminary Information

PIT5875 First Call Audio Lost When Second Call Received

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Suburban	2022	All	All	All	All
Chevrolet	Tahoe	2022	All	All	All	All
GMC	Yukon	2022	All	All	All	All
GMC	Yukon XL	2022	All	All	All	All

Involved Region or Country	United States, Canada, Mexico
Additional Options (RPO)	IOK
Condition	<p>Customers may notice that call audio is lost in the following scenarios:</p> <ol style="list-style-type: none"> 1. When they get a second call while they are in their first call. <ol style="list-style-type: none"> a. Customer answers second call and hears audio, goes back to first call and loses audio. 2. Customers may notice that they declined second call and lost audio in the first. <p>**Both calls lost audio when customer went to answer second call. These scenarios may happen while using Apple CarPlay or Android Auto.</p>
Cause	GM Engineering is aware of the issue, but the root cause is unknown at this time

Correction:

Please do not replace any parts for this issue. Please file a Field Product Report on the issue and advise the customer that GM is working on a resolution

Version History

Version	1
Modified	12/10/2021 - Created on.



GENERAL MOTORS

© 2022 General Motors. All Rights Reserved.