



Preliminary Information

PIT6101 Intermittent No Audio

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Enclave	2023	All	All	All	All
Cadillac	XT5	2023	All	All	All	All
Chevrolet	Blazer	2023	All	All	All	All
Chevrolet	Silverado 1500	2023 - 2024	All	All	All	All
Chevrolet	Silverado HD	2023 - 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 1500	2023 - 2024	All	All	All	All
GMC	Sierra HD	2023 - 2024	All	All	All	All
GMC	Yukon	2023 - 2024	All	All	All	All

Involved Region or Country	GME, GMIO, GMNA, GMSA and Holden
Additional Options (RPO)	Equipped with RPO UQA, UQS
Condition	Some customers may comment that they intermittently have no audio, turn signal click clack, or warning chime audio
Cause	The cause of the condition may be hardware anomalies.

Correction:

[Service Procedure](#)

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

1. Verify the radio software is up to date.

Service procedure:

1. Inspect the current radio software version. Navigate to Settings -> About -> Build Number -> Information "i" to view and verify the software version.

If the build number is Y167 or less for IOK radios, or V167 for IOS, IOT or IOU radios, update the A11 radio to the latest software.

Retest and see if the concern is still present. For radio RPO IOK the latest software version is Y171. For radio RPO's IOS, IOU, and IOT V167 is the latest software version.

2. 2. If the concern is still present, the concern may be in the amplifier. Replace the amplifier.

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

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
3488028	Verify loss of audio	.2 Hr.
Add Time	Reprogram and USB update radio if radio version is less than V167 for IOS,IOT or IOU, or lower than Y167 for IOK	0.6 Hr.
	Amplifier replacement if needed	Use Published labor time guide
*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.

Version History

Version	1
Modified	12/11/2023 - Created.

