



Preliminary Information

PIT6101D 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 |
| GMC | Yukon XL | 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:

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 less than Y171 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.

- If the concern is still present, the concern may be in the amplifier. Replace and reprogram the amplifier. Please install an amplifier with a Julian date of 23327 and after. To read the Julian date, see the image below. If there is a stock of amplifiers with the Julian date before 23327, please ship the parts back to CCA.



- Legend:
- Shift (1 for day shift, 2 for evening shift)
 - Year
 - Julian Date
 - Hour (24-hour format)
 - 6-digit serial number
 - Production Line

Engineering is aware of the issue and investigating.

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 Y171 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 | 5 |
| Modified | <p>12/11/2023 - Created on.</p> <p>02/27/2024 updated to change software on IOK radios.</p> <p>03/05/2024 updated to add julian date for amplifiers.</p> <p>03/07/2024 updated to edit correction verbiage.</p> <p>03/28/2024 Update to edit labor op information.</p> |



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