



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tip - No Sound From Speakers After Replacing Radio

**Models:** 2009-2013 Chevrolet Avalanche, Suburban, Tahoe (LTZ Models)  
2009-2013 GMC Yukon Denali Models

*This PI was superseded to update model years, recommended field, and add warranty information. Please discard PIT4717A.*

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

You may experience one or all of the following conditions after replacing the radio.

- No sound from radio speakers.
- No blinking sound heard from the turn signals or hazard signals when activated.
- No audio warning chimes heard when a door or liftgate is opened.

### Recommendation/Instructions

Starting with the 2009 model year, Yukon Denali models and certain full-size utilities with LTZ Equipment Group (RPO STZ) will be equipped with a low speed LAN amplifier. This is different from the 2007-08 model years in which the only vehicles equipped with low speed LAN amplifiers were those equipped with RPO Y91.

When replacing the radio, make sure the proper RPO's are checked on the vehicle. You will notice that the Y91 option and the STZ option are paired together under the Audio and the Equalizer tab in TIS2WEB.

**Note:** If vehicle is equipped with LTZ Equipment Group (RPO STZ), you must select the following option to properly program the radio: "For vehicle with UQA speakers and RPO STZ/Y91"

### Warranty Information

There is not a labor time or labor operation associated with this PI because this is considered a diagnostic tip and the labor time is considered part of the original repair (radio replacement/reprogramming).

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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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