



# Preliminary Information

## PIT5877A Default Volume too low on Google Assistant, Call Volume and/or Navigation

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 1500	2022	All	All	All	All
Chevrolet	Suburban	2022	All	All	All	All
Chevrolet	Tahoe	2022	All	All	All	All
GMC	Hummer	2022	All	All	All	All
GMC	Sierra 1500	2022	All	All	All	All
GMC	Yukon	2022	All	All	All	All
GMC	Yukon XL	2022	All	All	All	All

<b>Involved Region or Country</b>	<b>United States, Canada, Mexico</b>
<b>Additional Options (RPO)</b>	IOK
<b>Condition</b>	<b>Some customers may comment that when using Google Assistant, placing/receiving a call or using Navigation, the default volume is set very low or not able to be heard at all (Google Assistant).</b>
<b>Cause</b>	<b>The cause of this condition is unknown, but the engineering team is aware of the issue and is working on a fix. Do not replace the radio.</b>

**Correction:**

**The customer will need to set the volume for each one separately. While using Google Assistant, the customer will need to turn the volume knob to a desired level. Also, while in a phone call or a navigation session, the customer will need to adjust the volume knob to select the preferred volume.**

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
-----------------	-------------	------------

3487538	Check radio default volume for Google Assistant, Phone call and Navigation	0.2 Hr.
<b>*This is a unique Labor Operation for Bulletin use only.</b>		

Customer Information

**Please communicate to the customer that we apologize for this inconvenience and that General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available.**

Version History

Version	2
Modified	12/16/2021 - Created on. 03/02/2022- Updated to add models



© 2022 General Motors. All Rights Reserved.