



Preliminary Information


PIT5977B Device Is Starting Message On Radio - No Audio Then Loud Audio

Proactive

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado	2022 - 2023	All	All	All	All
Chevrolet	Suburban	2022 - 2023	All	All	All	All
Chevrolet	Tahoe	2022 - 2023	All	All	All	All
GMC	Sierra	2022 - 2023	All	All	All	All
GMC	Yukon	2022 - 2023	All	All	All	All
GMC	Yukon XL	2022 - 2023	All	All	All	All

Involved Region or Country	GME, GMIO, GMNA, GMSA and Holden.
Additional Options (RPO)	IOK
Condition	<p>Condition: Condition 1: Some customers may comment that audio goes to max at start-up or during the drive cycle AND the customer is able to adjust the volume back down WITHOUT a key cycle or system reboot.</p> <p>Condition 2: Customer may also comment about a "Device is starting" message that comes across the radio screen.</p>  <p>These conditions may happen at the same time.</p> <p>They may also comment that the audio cut out before this message shows up, and when the audio returns it is louder than before the incident.</p>
Cause	This may be caused by a software anomaly.

Correction:

Condition 1: Engineering is aware of this condition. Do not replace the Radio. Dealers are to call into TAC for further direction.

Condition 2: Please refer to [23-NA-034](#) for available software fix

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
2889238	Verify Max Audio Condition Verify Max Audio Condition	0.2 Hr.
*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.

Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Version History

Version	2
Modified	02/01/2023 - Created on. 03/13/2023 - Updated correction section. 03/31/2023 - Updated correction and Admin details



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