



# Preliminary Information

## PIT5999A Intermittent Audio On IOK Radio: 1-2 Seconds Of Audio Cut Out

Proactive

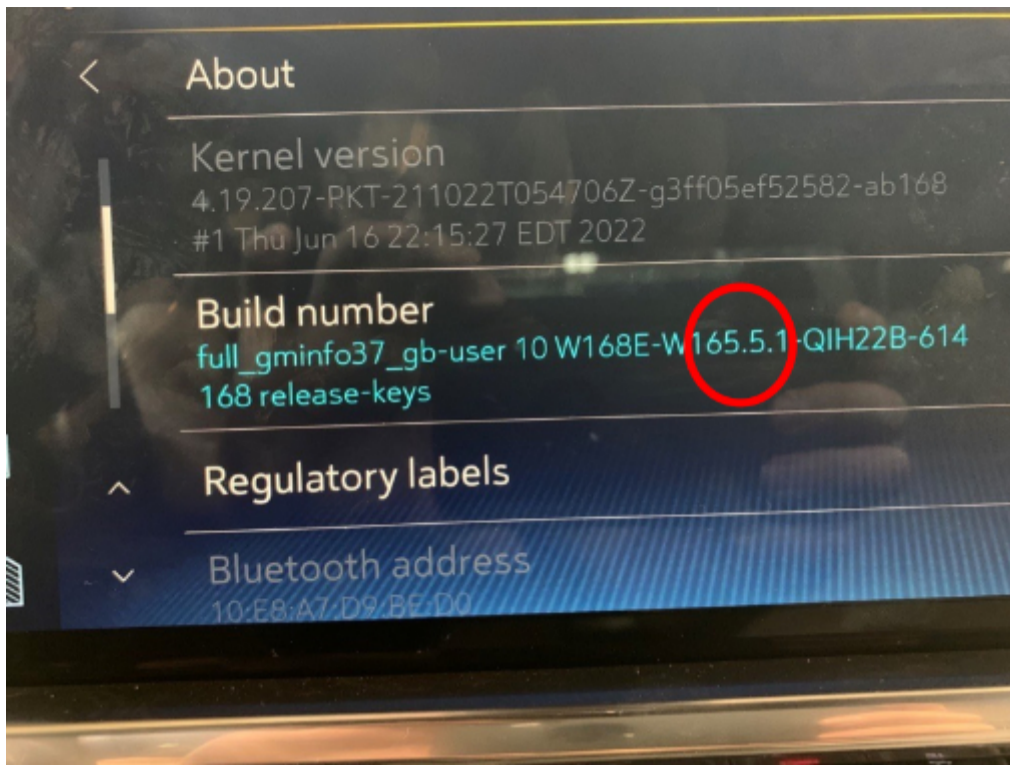
Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)	2022	All	All	All	All
Chevrolet	Silverado 1500	2023	All	All	All	All
Chevrolet	Silverado HD	2024	All	All	All	All
Chevrolet	Suburban	2022 - 2023	All	All	All	All
Chevrolet	Tahoe	2022 - 2023	All	All	All	All
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)	2022	All	All	All	All
GMC	Sierra 1500	2023	All	All	All	All
GMC	Sierra HD	2024	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	United States, Canada, Mexico, Europe, Uzbekistan, Russia, Middle East, Argentina (Mercosur), Brazil (Mercosur), Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Japan, Cadillac Korea (South Korea), Thailand (ASEAN), Australia/New Zealand, Other Africa
Additional Options (RPO)	IOK
Condition	Customers may notice audio that is choppy or delayed. This can happen for a period of a couple seconds. This may occur once during the drive cycle or multiple times.
Cause	Engineering is aware of the issue and working on a solution

Correction:

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 Y167, update the radio software.

If an Infotainment over the air (OTA) update is present in the radio Updates menu, check for and reference any applicable field action bulletins first

If the radio displays Conditions are not ideal, there are many reasons this can display but be aware that stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming.

Dealers are not to replace the radio at this time and are asked to verify 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
2889518	Verify choppy/delayed audio on IOK radio	0.2 Hr.
<b>*This is a unique Labor Operation for Bulletin use only.</b>		

### Version History

Version	2
Modified	04/05/2023 - Created on. 06/09/2023 - Updated Model year and correction.

