



Preliminary Information

PIT6032B Unwanted Reduction In The Front HVAC Blower Speed and Loss of Audio

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A or D)	2022	All	All	All	All
Chevrolet	Silverado 1500	2023	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 or U)	2022	All	All	All	All
GMC	Sierra 1500	2023	All	All	All	All
GMC	Yukon Models	2022 - 2023	All	All	All	All

Involved Region or Country	North America
Condition	Some customers may comment on the following conditions after vehicle startup: <ul style="list-style-type: none"> - An unwanted reduction in the front HVAC blower speed similar to when a phone call is being received. The blower will still be on, but at a lower speed. - A momentary loss of audio that can occur two or three times after initial startup.
Cause	Radio software anomaly.

Correction:

Engineering is aware of the concern and is currently working on a solution. No repairs should be made.

In the meantime, for the reduction in front HVAC fan speed, a customer can adjust the fan speed manually and then push the auto button to resume normal operation.

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
*3487898	Engineering working on fix - Front HVAC Blower Speed Reduction and Loss of Audio	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.

Additional SI Keywords

lo, low, high, setting, set, fan

Version History

Version	3
Modified	06/14/2023 - Created on. 06/20/2023 - Update to the correction section 06/26/2023 - Update to the title, condition, cause, correction and warranty sections



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