



Preliminary Information

PIT6107B Loss of Audio or Audio Cutting In and Out During Drive Cycle

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 1500	2022 - 2024	All	All	All	All
Chevrolet	Silverado HD	2024	All	All	All	All
Chevrolet	Suburban	2022 - 2024	All	All	All	All
Chevrolet	Tahoe	2022 - 2024	All	All	All	All
GMC	Sierra 1500	2022 - 2024	All	All	All	All
GMC	Sierra HD	2024	All	All	All	All
GMC	Yukon	2022 - 2024	All	All	All	All

Involved Region or Country	GME, GMIO, GMNA, GMSA and Holden
Additional Options (RPO)	IOK
Condition	Some customers may comment that they intermittently have no audio while they are driving after the Y171 radio update.
Cause	The cause of the condition may be software anomalies.

Correction:

General Motors is aware of this issue and is working on a solution.

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
3488048	Verify loss of audio or audio cutting in and out during drive cycle after Y171 update	.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 currently evaluating this concern. This PI will be updated with additional details as they become available.

Version History

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Version	3
Modified	01/05/2024- Created on. 01/09/2024 - Updated Models. 01/15/2024 updated to add model years



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