



Preliminary Information

PIT6118 Radio Staying on After Power Off and Opening the Driver Door

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Corvette	2024	All	All	All	All
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	Hummer EV	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	United States, Canada, Mexico, Middle East, Israel
Additional Options (RPO)	Equipped with RPO IOK
Condition	Some customers may comment that the radio is staying on for approx. 1 min after shutting off the vehicle and opening the drivers door.
Cause	The cause of the condition may be related to over the air update being download on the vehicle but has not yet been installed.

Correction:

Verify that the vehicle has an update downloaded to the vehicle and install the update. Correction is to install the OTA. Updating the radio software does not fix it.

Caution: to avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- On the vehicle's infotainment screen, check for progress on an ongoing OTA install or any pending OTA updates under "*Settings*". Pathway can vary by vehicle:
 - Settings>Updates>Check for Updates
 - Settings > System > Vehicle Software > Updates
 - Settings > Software Information > System Update
- Check radio software and update to latest available radio software. Navigate to Settings -> About -> Build Number -> Information "i" to view and verify the software version.

- If the build number is not W206E-Y171.4.2-QIHM22B-824 or W206E-Z171.4.2-QIHM23B-824, update the radio to the latest software.
 - SPS programming
 - Inform customer that this is expected behavior and it will be changing in a future software update
3. Engineering is aware of the issue and will be resolving in a future software update.

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.

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
3486018	Verify there is an over the air update	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	01/29/2024 - Created on.



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