



**Bulletin No.:** PIT6216

**Published date:** 08/14/2024

## Preliminary Information

### PIT6216 Loss Of Audio

#### Proactive

#### Models

**Brand:** Cadillac **Model:** XT4 **Model Years:** 2024 - 2025 **VIN:** All **Engine:** All **Transmissions:** All

<b>Involved Region or Country</b>	United States, Canada, Mexico, Middle East, Japan, Cadillac Korea (South Korea)
<b>Additional Options (RPO)</b>	UQP
<b>Condition</b>	Some customers may comment that there is no audio and maybe before the audio was lost, there was a pop noise.
<b>Cause</b>	The cause of the condition may be a software anomalies.

#### Correction:

**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.**

Identify if there is no audio.

If no audio is present, do a full sleep cycle to reset the audio.

Engineering is aware of the issue.

Do not replace the amplifier or radio.


#### 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
3486188	Verify no audio and audio returns after a sleep cycle.	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

#### Version History

<b>Version</b>	<b>1</b>
<b>Modified</b>	<b>08/14/2024 - Created.</b>

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