



**Bulletin No.:** PIT6101H

**Published date:** 08/19/2024

## Preliminary Information

### PIT6101H Intermittent No Audio

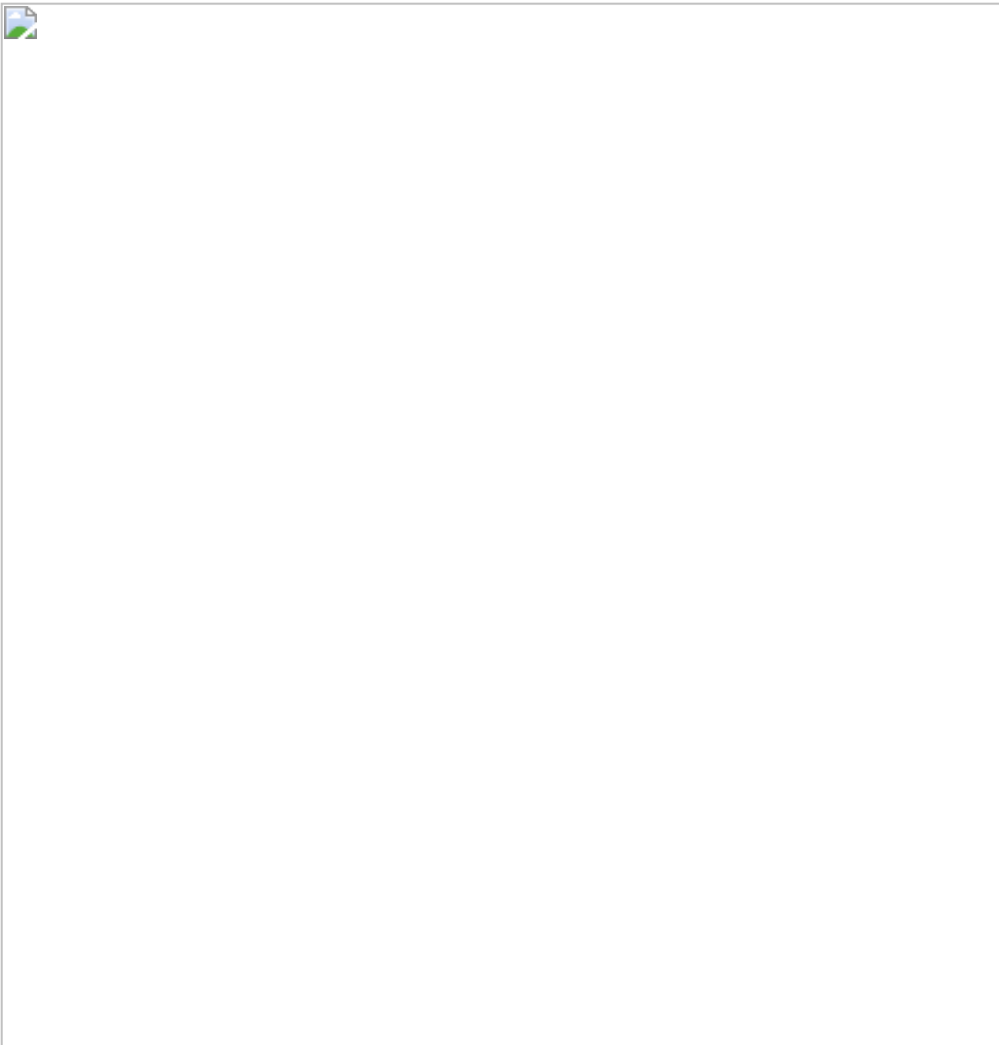
#### Models

<b>Brand:</b>	<b>Model:</b>	<b>Model Years:</b>	<b>VIN: from to</b>	<b>Engine:</b>	<b>Transmissions:</b>
Buick	Enclave	2023 - 2024	All	All	All
Cadillac	XT5	2023 - 2024	All	All	All
Cadillac	XT6	2023 - 2024	All	All	All
Chevrolet	Blazer	2023 - 2024	All	All	All
Chevrolet	Silverado	2023 - 2024	All	All	All
Chevrolet	Silverado HD	2024	All	All	All
Chevrolet	Suburban	2023 - 2024	All	All	All
Chevrolet	Tahoe	2023 - 2024	All	All	All
Chevrolet	Traverse	2023	All	All	All
GMC	Acadia	2023	All	All	All
GMC	Sierra	2023 - 2024	All	All	All
GMC	Sierra HD	2024	All	All	All
GMC	Yukon	2023 - 2024	All	All	All
GMC	Yukon XL	2023 - 2024	All	All	All

<b>Involved Region or Country</b>	<b>GME, GMIO, GMNA, GMSA and Holden</b>
<b>Additional Options (RPO)</b>	<b>Equipped with RPO UQA, UQS</b>
<b>Condition</b>	<b>Some customers may comment that they intermittently have no audio, turn signal click clack, or warning chime audio.</b>
<b>Cause</b>	<b>The cause of the condition may be hardware anomalies.</b>

#### Correction:

**1. Verify that the amplifier has a Julian date of 23327 and later. To read the Julian date, see the image below. If the Julian date before 23327 and earlier, replace the amplifier.**



**Note: If there is a stock of amplifiers with the Julian date before 23327, please ship the parts back to CCA.**

**2. 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 Y172 for IOK radios, or V171 for IOS, IOT or IOU radios, update the A11 radio to the latest software.**

**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.**

**Retest and see if the concern is still present. (IOK radios only) If the concern is still present this may be due to a software anomaly in the radio. Do not replace the radio for this condition**

**Engineering is aware of the issue and investigating.**

### **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.**

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>

Labor Operation	Description	Labor Time
3486098	Inspect and verify Julian date on amplifier for loss of audio concern	Enclave 0.5 Hr. XT5 0.4 Hr. Blazer 0.3 Hr. Silverado 1500 0.6 Hr. Silverado HD 0.5 Hr. Suburban 1.0 Hr. Tahoe 1.0 Hr. Traverse 0.5 Hr. Acadia 0.4 Hr. Sierra 1500 0.7 Hr. Sierra HD 0.6 Hr. Yukon 1.0 Hr. Yukon XL 1.0 Hr.
Add Time	Replace amplifier if needed	0.3 Hr.
2810335	Reprogram and USB update radio if radio version is less than V167 for IOS,IOT or IOU	Use Published labor time guide
*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.

**Version History**

Version	9
Modified	12/11/2023 - Created on. 02/27/2024 - Updated to change software on IOK radios. 03/05/2024 - Updated to add julian date for amplifiers. 03/07/2024 - Updated to edit correction verbiage. 03/28/2024 - Update to edit labor op information. 05/06/2024 - Update to edit service procedure and Labor Operation. 07/11/2024 - Update to correct Julian date picture and remove models. 07/26/2024 - Update to add models 08/14/2024 - Update to add Admin details