



Bulletin No.: PIT6241

Published date: N/A

Preliminary Information

PIT6241 Speaker Static or Crackling while on a Phone Call

Proactive

Models

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

Involved Region or Country	North America, Mexico, Middle East, Israel
Additional RPO	with IOK radio
Condition	Some customers may comment that they hear crackling from the speakers while on a phone call.
Cause	The cause of the condition may be related to a software anomaly.

Correction:

GM is aware of this concern and will update this PI with a bulletin once a fix becomes available.

Please do not replace the radio for this condition.

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

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3486248	Verify crackling in speakers while on a phone call.	.2 Hr.
<p style="text-align: right;">*This is a unique Labor Operation for Bulletin use only.</p>		

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	1
Modified	09/20/2024 - Created on.

 GM Global Brands

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