



**Bulletin No.:** PIT6101L

**Published date:** 09/25/2024

## Preliminary Information

### PIT6101L Loss of Audio Throughout a Drive Cycle or Short Loss of 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
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>Please refer to correction section</b>
<b>Cause</b>	<b>The cause of the condition may be hardware or software anomalies</b>

#### Correction:

**Verify the loss of audio the customer is experiencing.**

#### **Condition 1 - Loss of Audio Throughout Drive Cycle**

- 1. Verify No audio for the duration of the ignition cycle, but may return on the next key cycle and No turn signal “click clack”**
- 2. If the customer experiences this concern, please replace the amplifier.**

## Condition 2 - Short Loss of Audio

1. Verify radio software is up to date. If software is Y171 (IOK), or V167 (IOS, IOT, IOU) or lower please update the radio.
2. (IOK Only) If, after installing radio software Y172, the customer is experiencing short cuts in audio primarily shortly after start up (usually the audio cut is no longer than a couple of seconds), but audio always returns, this is due to a software anomaly in the radio.
3. Do not replace the radio or amplifier for this condition. GM is aware of this concern and will update dealers with a service bulletin once a fix is released.

### 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
2810335	Reprogram and USB update radio if radio version is less than V167 for IOS,IOT or IOU	Use Published labor time guide
3421200	Replace Amplifier	Use Published labor time guide
2887958	Verify short loss of audio related to radio software anomaly (IOK) only	.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 working on a solution for this concern.

### Version History

Version	12
Modified	<p>12/11/2023 - Created on.</p> <p>02/27/2024 - Updated to change software on IOK radios.</p> <p>03/05/2024 - Updated to add julian date for amplifiers.</p> <p>03/07/2024 - Updated to edit correction verbiage.</p> <p>03/28/2024 - Update to edit labor operation information.</p> <p>05/06/2024 - Update to edit service procedure and Labor Operation.</p> <p>07/11/2024 - Update to correct Julian date picture and remove models.</p> <p>07/26/2024 - Update to add models</p> <p>08/14/2024 - Update to add Admin details</p> <p>09/10/2024 - Updated correction section.</p> <p>09/17/2024 - Updated to correct software number on IOS IOU and IOT.</p> <p>09/25/2024 - Updated correction section.</p>