



**Bulletin No.:** PIT6241A

**Published date:** N/A

## Preliminary Information

### PIT6241A Speaker Static or Crackling while on a Phone Call

#### Proactive

#### Models

<b>Brand:</b>	<b>Model:</b>	<b>Model Years:</b>	<b>VIN: from to</b>	<b>Engine:</b>	<b>Transmissions:</b>
Chevrolet	Silverado	2023 - 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	2023 - 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

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

#### 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.

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


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

<b>Version</b>	2
<b>Modified</b>	<b>09/20/2024 - Created on.</b> <b>10/03/2024 - Updated Models.</b>

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