



**Bulletin No.:** PIT6241B

**Published date:** N/A

## Preliminary Information

### PIT6241B Speaker Static or Crackling while on a Phone Call

#### Proactive

#### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado	2023 - 2025	All	All	All	All
Chevrolet	Silverado HD	2024 - 2025	All	All	All	All
Chevrolet	Suburban	2022 - 2024	All	All	All	All
Chevrolet	Tahoe	2022 - 2024	All	All	All	All
GMC	Sierra	2023 - 2025	All	All	All	All
GMC	Sierra HD	2024 - 2025	All	All	All	All
GMC	Yukon	2022 - 2024	All	All	All	All
GMC	Yukon XL	2022 - 2024	All	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.

Labor Operation	Description	Labor Time
3486248	Verify crackling in speakers while on a phone call.	.2 Hr.
<b>*This is a unique Labor</b>		
<b>Operation for Bulletin use only.</b>		

## **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>	<b>3</b>
<b>Modified</b>	<b>09/20/2024 - Created on. 10/03/2024 - Updated Models. 10/18/2024 - Updated model year</b>

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