



Service Bulletin

Bulletin No.: PIT6101S

Date: June, 2025

PRELIMINARY INFORMATION

Subject: Loss of Audio Throughout a Drive Cycle

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2023 - 2024		All	All	All	All
Chevrolet	Blazer	2023 - 2024		All	All	All	All
Chevrolet	Silverado	2023 - 2024		All	All	All	All
Chevrolet	Silverado HD	2024		All	All	All	All
Chevrolet	Suburban	2023 - 2024		All	All	All	All
Chevrolet	Tahoe	2023 - 2024		All	All	All	All
Chevrolet	Traverse	2023		All	All	All	All
GMC	Acadia	2023		All	All	All	All
GMC	Sierra	2023 - 2024		All	All	All	All
GMC	Sierra HD	2024		All	All	All	All
GMC	Yukon	2023 - 2024		All	All	All	All
GMC	Yukon XL	2023 - 2024		All	All	All	All

Involved Region or Country	GME, GMIO, GMNA, GMSA and Holden
Additional Options (RPO)	Equipped with RPO UQA, UQS
Condition	Please refer to correction section.
Cause	The cause of the condition may be hardware or software anomalies

Correction

Verify the loss of audio the customer is experiencing.

1. Verify radio software is up to date. If software is lower than Y175 (IOK), or V171 (IOS, IOT, IOU) please update the radio.

If the concern of Loss of Audio Throughout Drive Cycle remains.

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.

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
3421200	Replace Amplifier	Use Published Labor Time Guide
2810335	USB Update Radio	Use Published Labor Time Guide

Version	18
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> <p>12/24/2024 - Updated to remove admin details.</p> <p>03/21/2025 - Updated to correct software number.</p> <p>04/01/2025 - Updated Correction.</p> <p>04/07/2025 - Updated Correction.</p> <p>05/08/2025 - Updated to remove intermittent from title and remove customer information line.</p> <p>06/09/2025 - Updated to add USB programming Labor Operation.</p>

