



# Service Bulletin

Bulletin No.: PIT6406

Date: June, 2025

## PRELIMINARY INFORMATION

**Subject: Complete Audio Loss Through a Drive Cycle or Short Cuts in Audio**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500	2022-2025		All	All	All	All
Chevrolet	Silverado 2500	2024-2025		All	All	All	All
Chevrolet	Silverado 3500	2024-2025		All	All	All	All
Chevrolet	Suburban	2022-2024		All	All	All	All
Chevrolet	Tahoe	2022-2024		All	All	All	All
GMC	Sierra 1500	2022-2025		All	All	All	All
GMC	Sierra 2500	2024-2025		All	All	All	All
GMC	Sierra 3500	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>	GME, GMIO, GMNA, GMSA and Holden
<b>Additional Options (RPO)</b>	Equipped with RPO UQA, UQF, UQS, or NKD
<b>Condition</b>	Some customers may comment that they intermittently have no audio and no turn signal click clack through a drive cycle, or short cuts in audio
<b>Cause</b>	The cause of the condition may be hardware and software anomalies.

### Correction

#### Service Procedure

1. Verify radio is at the latest software.

2. Once vehicle is at latest software refer to concern 1 or 2 based off customer complaint.

Concern 1-Complete loss of audio throughout drive cycle (RPO: UQA ,UQS, and UQF with NKD only)

1. For model year 23 and 24 UQA and UQS vehicles ONLY, verify the part number of the amplifier below via GDS 2. For model year 22 and 25 vehicles with UQA, UQS, or UQF with NKD, proceed to step 2.

a. UQA: 85661488, 85661516, 86587284, 86587287

b. UQS: 85661494, 85661517, 86587285, 86587288

1.1 If PN matches above and , replace amplifier. Retest for concern.

If the concern of Loss of Audio Throughout Drive Cycle remains

2. Verify No audio for the duration of the ignition cycle, but may return on the next key cycle and No turn signal “click clack”

3. If the customer experiences this concern, please perform a global reset to the vehicle and audio should recover. If audio recovers, this is due to a software anomaly. Do not replace the radio or the amplifier.

4. If audio does not recover, please refer to SI diagnostics.

Concern 2: Short cuts in audio throughout the key cycle

1. If the customer concern is Short Cuts in Audio throughout the key cycle. This is due to a software anomaly. Do not replace the radio or amplifier.

Engineering is aware of the issues and investigating.

## 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 Radio with SPS	Use Published labor time guide
*3481258	Verify amp part number through GDS 2 MY23 and 24 vehicles only	0.3 Hr.
3421200	Amplifier replacement	Use published labor time guide
*3481268	Verify Various audio concerns in radio	0.2 Hr.
3481248	Perform Global Reset for Loss of Audio and Audio Returns	0.4 Hr.
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	1
<b>Modified</b>	Created on 6/30/2025 replacing PIT6101 and PIT6367.

