



Service Bulletin

Bulletin No.: PIT6406D

Date: November, 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 | Corvette | 2024-2026 | | All | All | All | All |
| Chevrolet | Silverado 1500 | 2022-2026 | | All | All | All | All |
| Chevrolet | Silverado 2500 | 2024-2026 | | All | All | All | All |
| Chevrolet | Silverado 3500 | 2024-2026 | | All | All | All | All |
| Chevrolet | Suburban | 2022-2024 | | All | All | All | All |
| Chevrolet | Tahoe | 2022-2024 | | All | All | All | All |
| GMC | Sierra 1500 | 2022-2026 | | All | All | All | All |
| GMC | Sierra 2500 | 2024-2026 | | All | All | All | All |
| GMC | Sierra 3500 | 2024-2026 | | All | All | All | All |
| GMC | Yukon | 2022-2024 | | All | All | All | All |
| GMC | Yukon XL | 2022-2024 | | All | All | All | All |

| | |
|-----------------------------------|--|
| Involved Region or Country | GME, GMIO, GMNA, GMSA and Holden |
| Additional Options (RPO) | Equipped with RPO UQA, UQF, UQS, or NKD |
| Condition | Some customers may comment that they intermittently have no sound from any speaker at times and no turn signal click clack through a drive cycle, or short cuts in audio |
| Cause | 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- Short cuts in audio throughout the key cycle

1. If the customer concern is Short Cuts in Audio lasting 1-2 seconds 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.

Concern 2-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 replace the amplifier and 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.

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. | | |

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| Version | 5 |
| Modified | 06/30/2025 - Created on replacing PIT6101 and PIT6367. 07/07/2025 - Updated to change correction. 10/06/2025 - Updated to add 2026 MY 10/31/2025 - Updated Models. 11/20/2025 - Updated to add to concern description and change concern 1 and concern 2 in correction |

