



# Service Bulletin

Bulletin No.: PIT6406K

Date: May, 2026

## 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	2024-2025		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

<b>Involved Region or Country</b>	GME, GMIO, GMNA, GMSA and Holden
<b>Additional Options (RPO)</b>	Equipped with IOK radio and RPO UQA, UQF, UQS, or NKD
<b>Condition</b>	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
<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- Short cuts in audio throughout the key cycle

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 currently investigating, In the meantime please continue to drive your vehicle, The PI will be updated or replaced with TSB once a determination has been made

Concern 2-Complete loss of audio throughout drive cycle (RPO: UQA ,UQS, and UQF with NKD only)

1. For model year 2023 and 2024 UQA and UQS vehicles ONLY, verify the part number of the amplifier below via GDS

2. For model year 2022, 2025, and 2026 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 continue to step 2

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

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.

Engineering is currently investigating, In the meantime please continue to drive your vehicle, The PI will be updated or replaced with TSB once a determination has been made

4. If audio does not recover, this is not a software issue refer to normal no audio or speaker malfunction 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.		

<b>Version</b>	10
<b>Modified</b>	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 01/19/2026 - Updated to add 2026 model year in correction on step 1 of concern 2 03/09/2026 - Updated to remove 2026 Corvette 04/23/2026 - Updated to clarify correction section for no audio 05/04/2026 - Updated to clarify correction section for no audio 05/14/2026 - Updated to clarify correction section for no audio

