



Preliminary Information

PIT5866A Multiple Radio Inoperable Issues – IOK Radio

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Suburban	2022	All	All	All	All
Chevrolet	Tahoe	2022	All	All	All	All
GMC	Yukon	2022	All	All	All	All
GMC	Yukon XL	2022	All	All	All	All

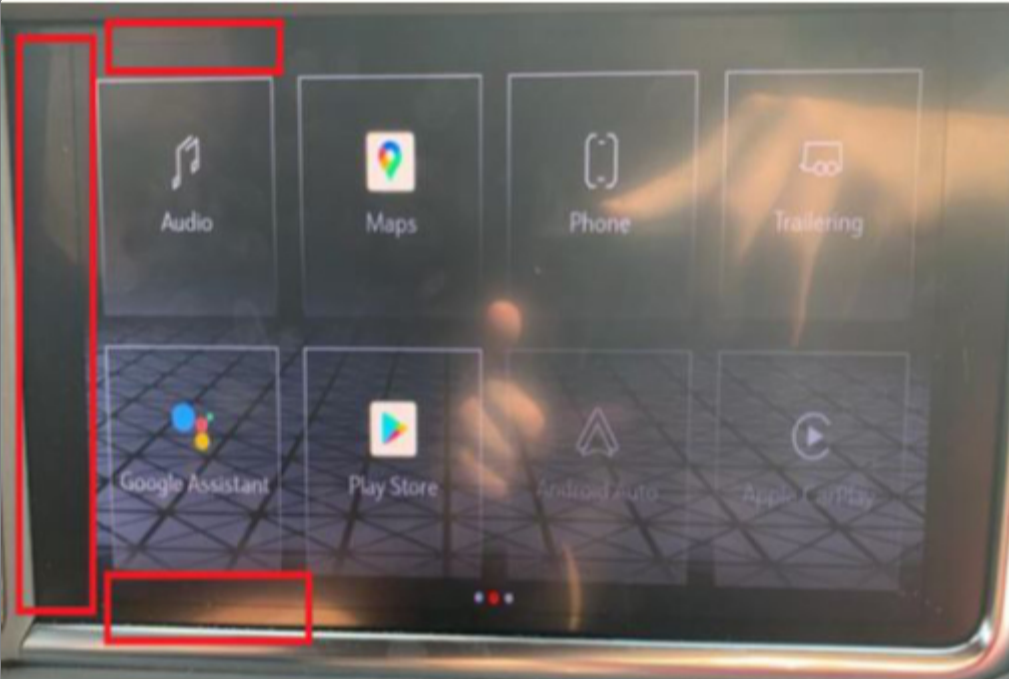
Involved Region or Country United States, Canada, Mexico

Additional Options (RPO) IOK

Condition **Customers will notice some of the following issues:**

1. **That the home screen bar is missing on the left side of the display.**

EX. Defect



EX. Working



2. Phone settings do not retain over ignition cycle, unable to delete paired phones, etc
3. Log in as guest message on Intergrated Center Stack (ICS) -- Demo Mode
4. Presets are lost over ignition cycle
5. Home button is inoperable
6. Multiple apps are inoperable, such as MyGMC and CarPlay.

Cause	Condition is occurring in W160.4 software and reason is unknown at this time. Engineering is aware of the issue and is working on a fix.
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Correction:

While engineering is working on a permanent solution, dealers should not replace the radio. Dealers are to consult with T AC on issue and request the Data Wipe package file from the OneDrive site.

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
3487488	Reprogram Radio	0.5 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	2
Modified	11/09/2021 - Created on. 11/29/2021 - Updated condition.



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