



Preliminary Information

PIT5866C Multiple Radio Inoperable Issues – IOK Radio

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Suburban	2022	SOP	1GKS2HKD6NR164426	All	All
Chevrolet	Tahoe	2022	SOP	1GKS2HKD6NR164426	All	All
GMC	Yukon	2022	SOP	1GKS2HKD6NR164426	All	All
GMC	Yukon XL	2022	SOP	1GKS2HKD6NR164426	All	All

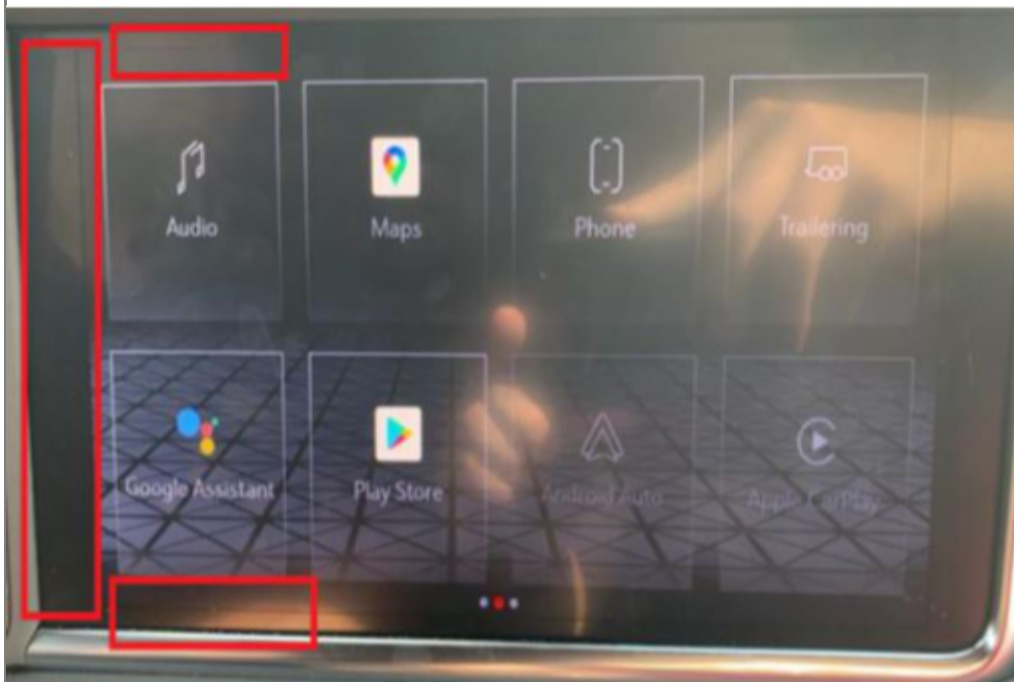
Involved Region or Country United States, Canada, Mexico

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 use link below to access the data wipe package, which will help to clear the data. Directions for the package are below:

<https://drive.google.com/file/d/1CkvoLGmfi26Apv1PN9sl7cBGG2FpySsF/view?usp=sharing>

Directions:

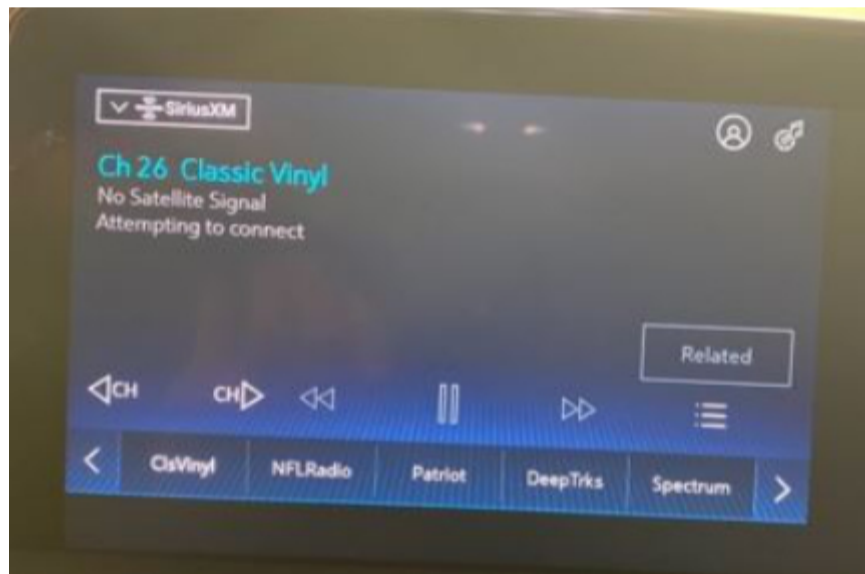
Data Wipe Instructions (RPO: IOK)

1. **Download the attached zipped file.**
2. **Extract the files in your computer and copy all the files into root folder of a USB drive (FAT32 formatted).**
3. **Download the attached “ gm_usb_ignore_battery ” as well and place it in the root folder of the same USB drive along with other files (Please see the screenshot below for the type of files extracted).**

Data Wipe Dealer.zip 7 items		
Name	Last modified	File size
11110011.AA	Oct 25, 2021	324 bytes
20190423.bin	Oct 25, 2021	589 bytes
94292067.mnf	Oct 25, 2021	1 KB
94292072.amd	Oct 25, 2021	2 KB
delivery_manifest.csv	Oct 25, 2021	1,004 bytes
gm_usb_ignore_battery	Dec 1, 2021	-
Vit2File.vit	Oct 25, 2021	246 bytes

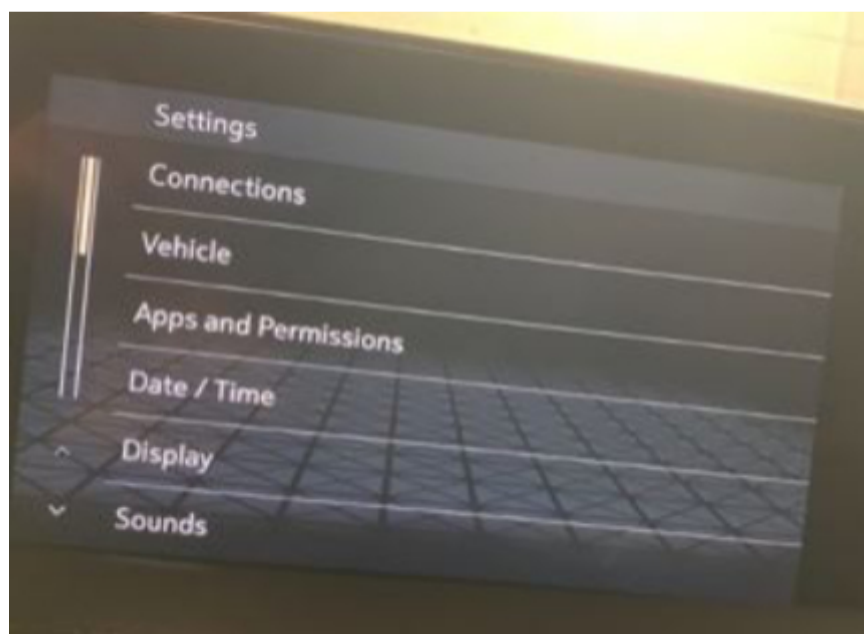
4. Start the vehicle with full IGN/Engine running.

5. If you are in Audio page already as shown below then turn the IGN off>open door . Disconnect battery or any other power to C SM and wait for 5-10 mins. Otherwise proceed to Step 6.



6. Wait for the infotainment system to power up and plug in the USB drive.

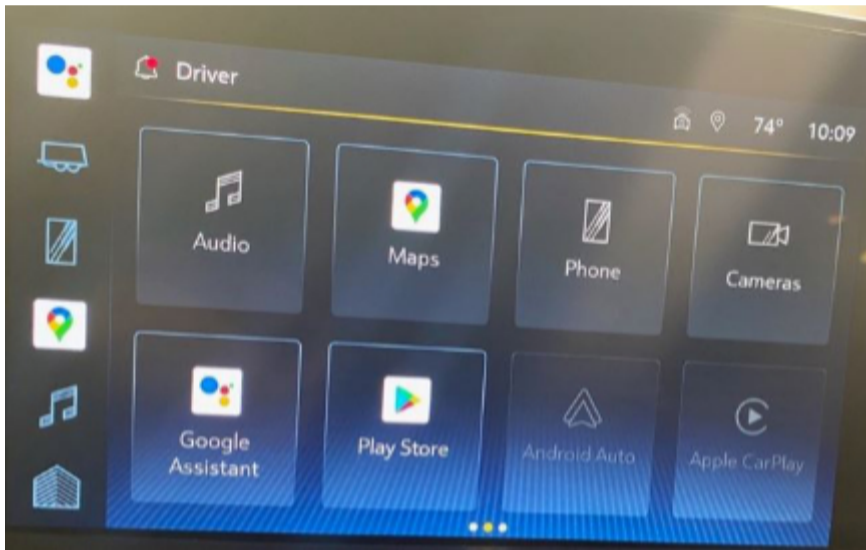
7. Go to Settings>Updates and proceed with the option listed there. It will show you similar prompts as you update the actual software but it only wipes the data.





8. Wait for system to finish and reboot itself , take a picture to confirm if the issue is fixed. Check if Home Button is working on IC S.

9. Following is the screenshot of a good working case.



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	4
Modified	11/09/2021 - Created on. 11/29/2021 - Updated condition. 12/14/2021 - Update correction 01/27/2022 - Add VIN break

