



# Service Bulletin

Bulletin No.: 22-NA-058

Date: March, 2022

## TECHNICAL

**Subject: Radio Software Version W162 – Multiple Updates**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Suburban Tahoe	2022	2022				
GMC	Yukon Yukon XL	2022	2022				

<b>Involved Region or Country</b>	United States, Canada, Mexico, Uzbekistan, Russia, Middle East, Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Peru (West), Cadillac Korea (South Korea), Thailand (ASEAN)
<b>Additional Options (RPOs)</b>	Equipped with RPO IOK
<b>Condition</b>	Some customers may comment on software related issues. Continuous improvement software updates are being released with improvements made in several areas.
<b>Cause</b>	The cause of the condition may be software anomalies.
<b>Correction</b>	A new radio software update, version W162, was released to service for vehicles equipped with Infotainment system RPO IOK. In addition to providing general robustness and stability enhancements, this update includes all enhancements from previous software version releases. Along with the vehicles mentioned above, vehicles in unconnected markets, and fleet customers may need the dealer to reprogram the radio with the new software package.

### W162 Most Notable Improvements

**Important:** Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.

Most notable improvements contained in this release may include:

Radio:

- SXM Presets (favorites) deleted after adding a new one.
- SXM shows "Loading Audio" after ignition on and then shows "Channel Not Available".
- SXM shows Channel Not available after Google Assistant Command
- Trailering app stuck in loading screen after ignition cycle
- No channel number/metadata shown and control buttons shown as inactive on SXM now playing screen

### Service Procedure

**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

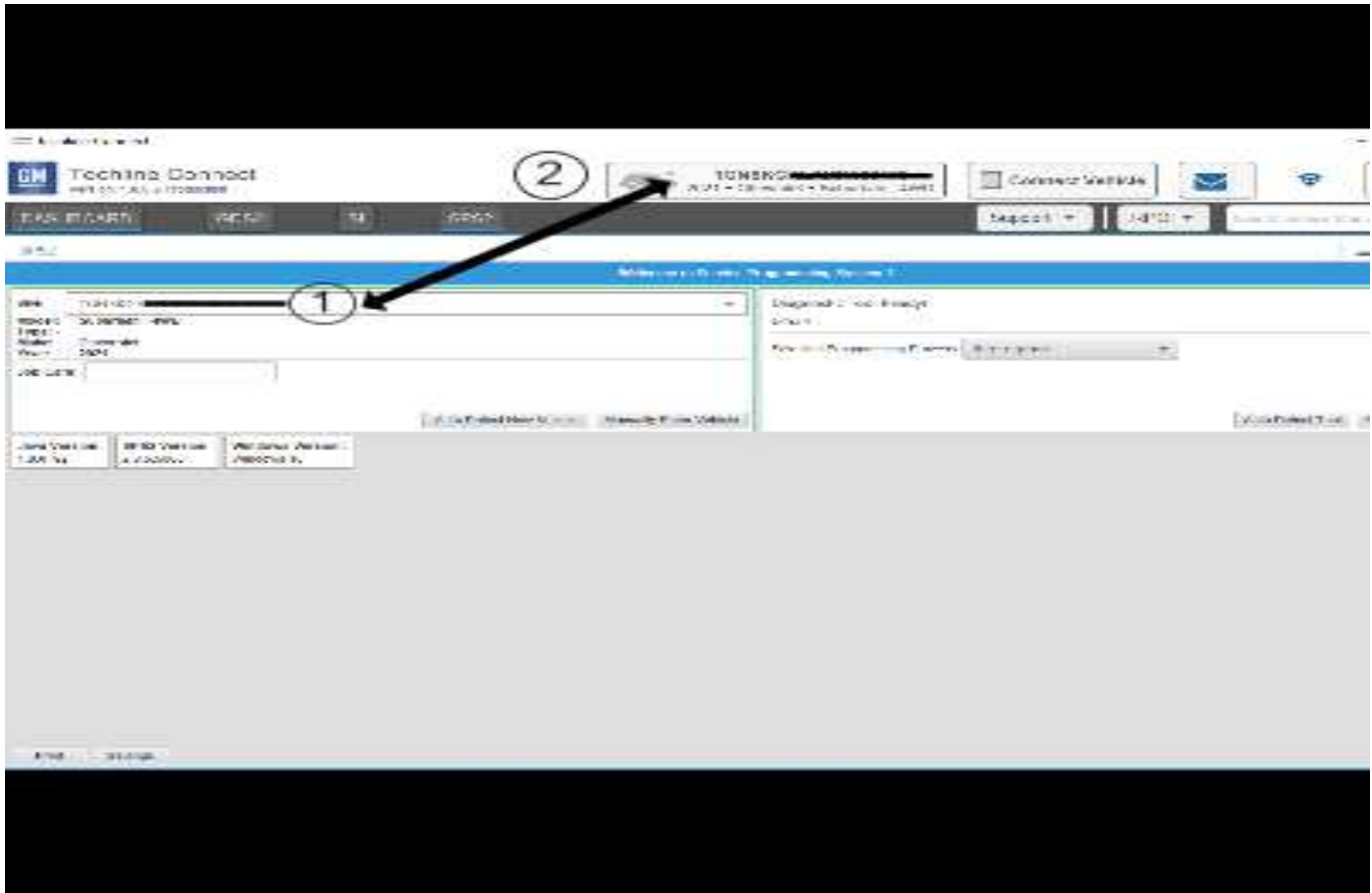
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result..
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

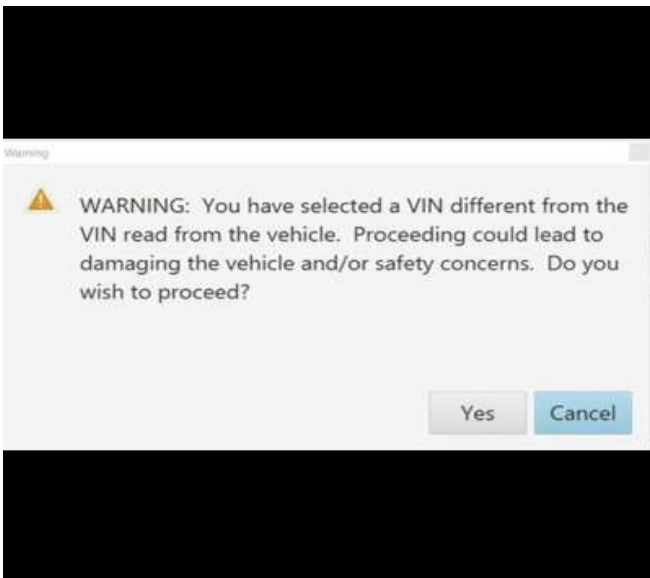
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.

**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.

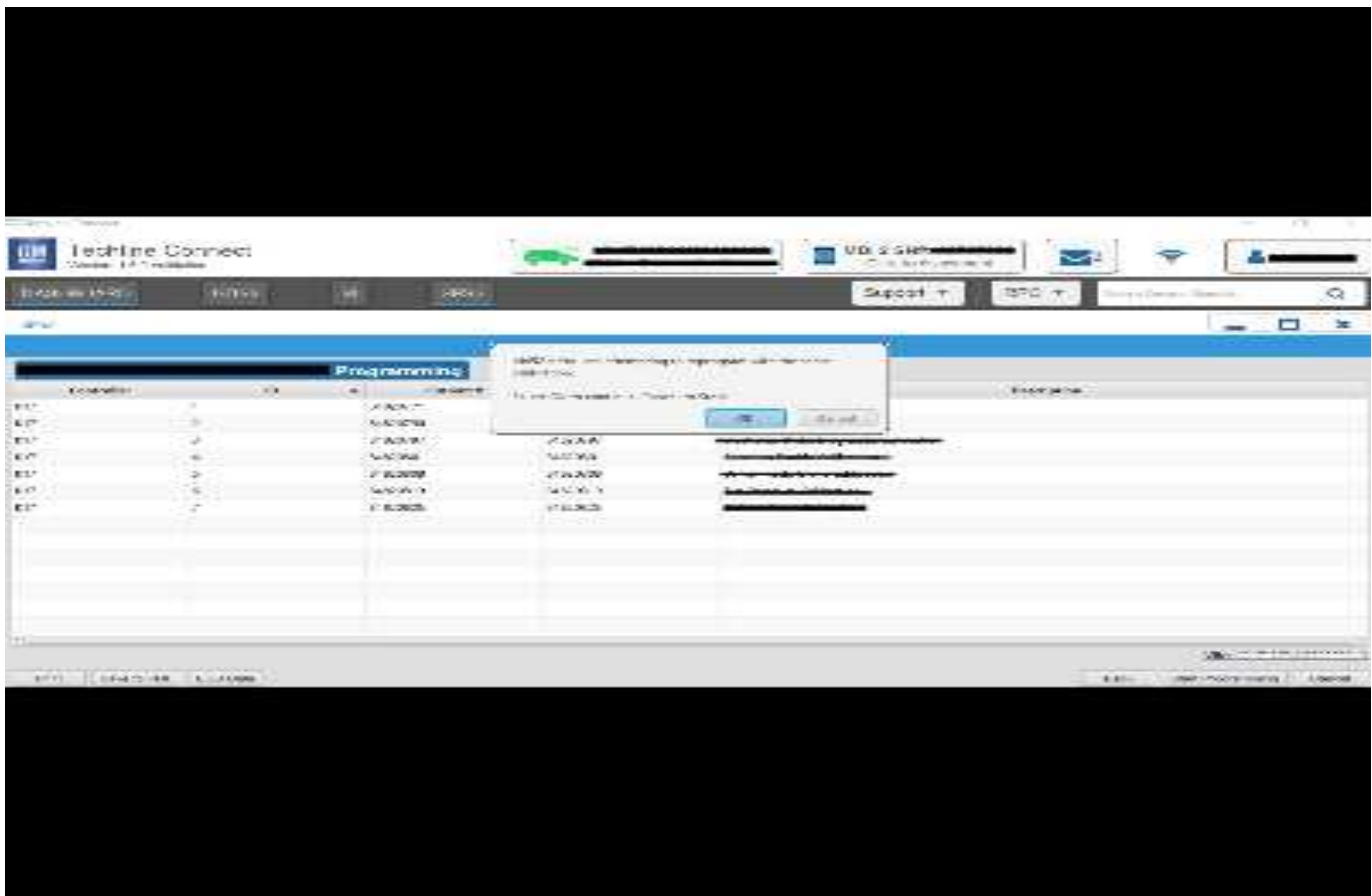


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**Important:** If the vehicle VIN DOES NOT match, the message below will be shown



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**Important:** Techline Connect and TIS2WEB screens shown above.

**Important:** If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

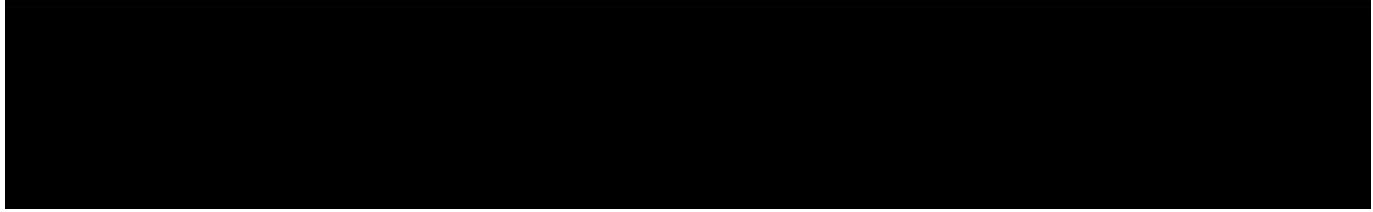
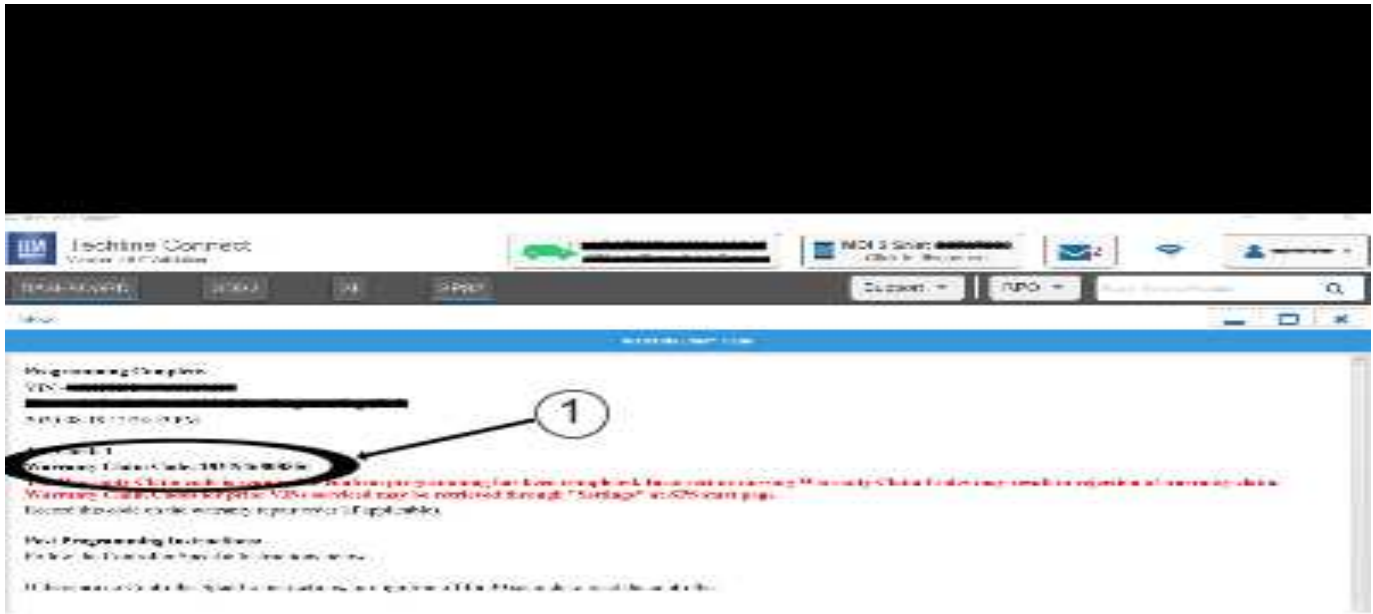
1. Inspect the current radio software version. Navigate to Settings -> About -> Build Number -> Information "i" to view and verify the software version. If the build number is less than W161, update the radio software.
  - If the build number is W162 or greater, this bulletin does not apply.
  - If the build number is less than W162, update the radio software.

**Tip:**

- Once the USB update is initiated, there is no need to monitor the progress
- If an Infotainment over the air (OTA) update is present in the radio Updates menu, check for and reference any applicable field action bulletins first.
- If the radio displays Conditions are not ideal, there are many reasons this can display but be aware that stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming.

**Caution:** to avoid potential programming errors that might result in a Cadillac splash animation being displayed on non-Cadillac models, ensure both programming events (Programming and USB File Transfer) are performed.

2. Install the software update via USB. Refer to A11 Radio: Programming and Setup in the Service Manual.



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**Note:** The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

- 3. Record Warranty Claim Code on job card for warranty transaction submission.

## 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
*2888528	Reprogram Radio - W162 SW for IOK	0.6 hr
<p>*This is a unique Labor Operation for Bulletin use only.</p> <p><b>Important:</b> **To avoid warranty transaction rejections, carefully read and follow the instructions below:</p> <ul style="list-style-type: none"> <li>The Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.</li> <li>When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.</li> </ul>		

### Warranty Claim Code Information Retrieval

If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	1
Modified	Released March 17, 2022

