



Service Bulletin

Bulletin No.: 23-NA-034

Date: May, 2023

TECHNICAL

Subject: Radio Software Version Y167 – Multiple Updates for IOK

This Service Bulletin is replacing PIT5976. Please discard all previous copies of PIT5976.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)	2022	2022	—	-	-	—
	Silverado 1500	2023	2023				
	Suburban	2022	2023				
	Tahoe	2022	2023				
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)	2022	2022	—	—	-	—
	Sierra 1500	2023	2023				
	Yukon Yukon XL	2022	2023				

Involved Region or Country	United States, Canada, Mexico, Uzbekistan, Russia, Middle East, Argentina (Mercosur), Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Cadillac Korea (South Korea), Thailand (ASEAN), Australia/New Zealand
Additional Options (RPOs)	Equipped with RPO IOK
Condition	Some customers may comment on software related issues. Continuous improvement software updates are being released with improvements made in several areas.
Cause	The cause of the condition may be software anomalies.
Correction	<p>A new radio software update has been released via an Over-the Air-Update. Customer will receive a Software Update notification once the software has been downloaded to their vehicle. Customers need to accept the OTA when prompted.</p> <p>A new radio software update, version Y167, was also released to service for vehicles equipped with Infotainment system RPO IOK being brought into the service department. 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.</p> <p>Caution: to avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.</p>

Y167 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:

A. Radio:

- AM or FM station stuck for an ignition cycle
- No rear view camera
- After performing a factory reset the physical Home button might not work
- Intermittent XM unavailable message
- Intermittent no audio at startup
- The volume bar pop-up screen might not show when adjusting the volume
- Voice recognition might not work
- When trying to sign in with a GM account the sign in through Mobil App does not work
- Latitude gauge goes up and down
- Tune knob might not change channels
- Customer is unable to add XM favorites
- Voice volumes will not change, only audio volume does
- The Now Playing screen might not show the station number of the channel playing
- When changing Favorite pages the > button does not highlight when pressed
- When trying to log in with a myGMC account, there is no error if the email format is incorrect
- In the towing app the wrong vehicle type is shown
- Intermittently there will be no audio
- Buckle to Drive might always be on
- Intermittent rebooting with Device is Starting message
- XM favorite channels jump when using the SWC
- Improve readability of MyBrand application
- XM can only play one channel, the rest show Unavailable in the browse list
- XM favorites are greyed out
- Invisible Trailer View Not Functioning
- When adding a new user there may be multiple blank screen

B. Phone:

- CarPlay might stop after ending a call
- When switching audio from Bluetooth to USB the Bluetooth audio might continue
- The Add Phone button might not work
- When making a call, the Search Contacts screen might come up instead of the keypad
- Android Auto screen slow at launch
- The First to Connect setting might not save after an ignition cycle
- CarPlay would not launch
- Contacts still show after clearing phone numbers

- After shutting the vehicle off the Handset button for moving an active call is not highlighted
- Phone calls might have audio echo on the other end of the call (not in vehicle)
- Phone projection may not connect
- CarPlay might be slow to launch

C. IPC:

- The incorrect language might show on the DIC
- Dyno Page graph not updating while idling
- V-mode shown in Drive mode of non-Cadillac vehicles
- In the Drive Mode pages there is Z-mode when it shouldn't be
- The sound for the turn signals is out of sync with the cluster indicators
- Intermittently "Turn your vehicle on" shows on ICS even with vehicle on

D. OTA:

- An Over-The-Air update might take a power cycle to complete
- There is a black screen if the back button is pressed while performing an update

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

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.

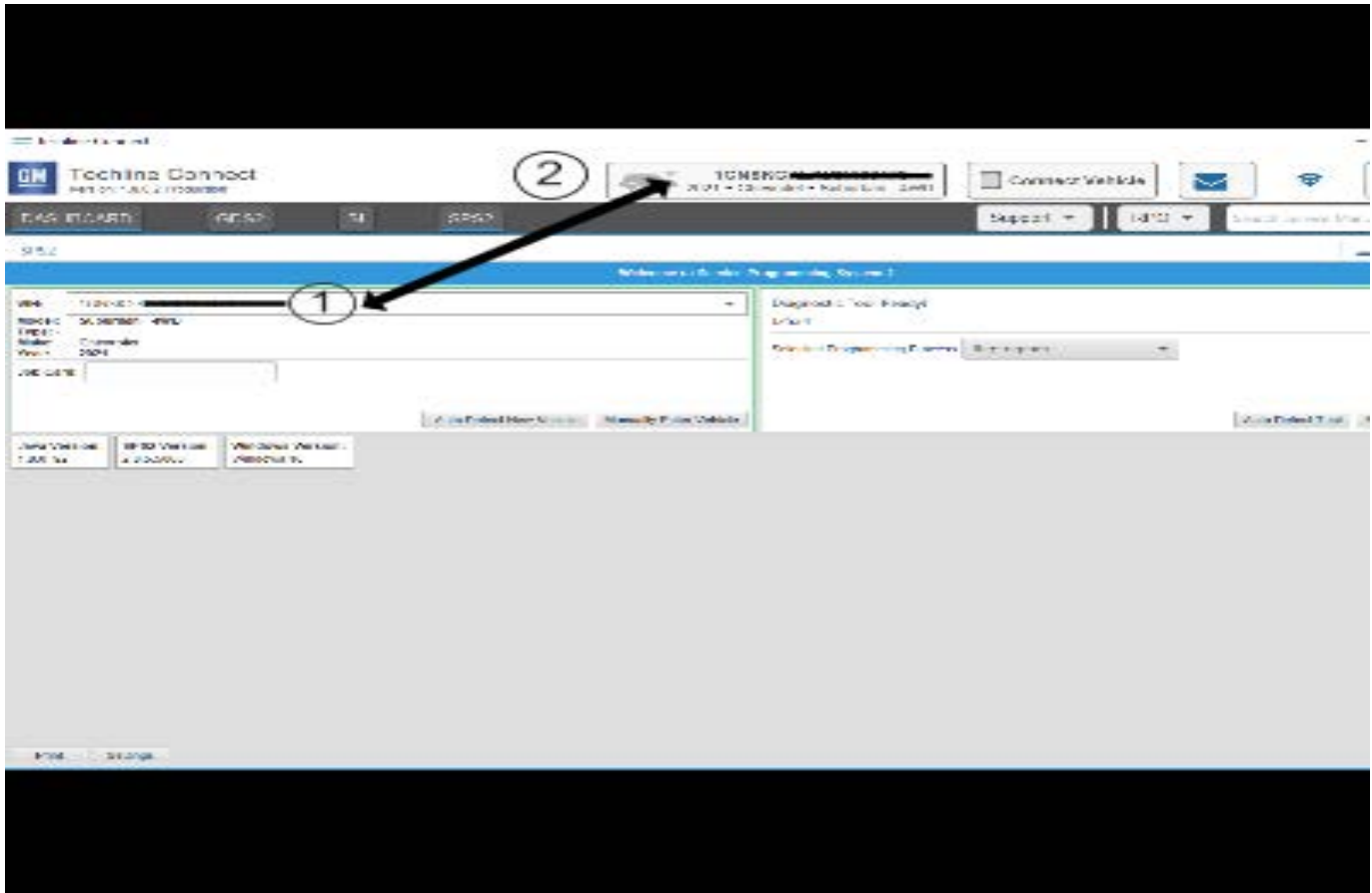
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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 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.

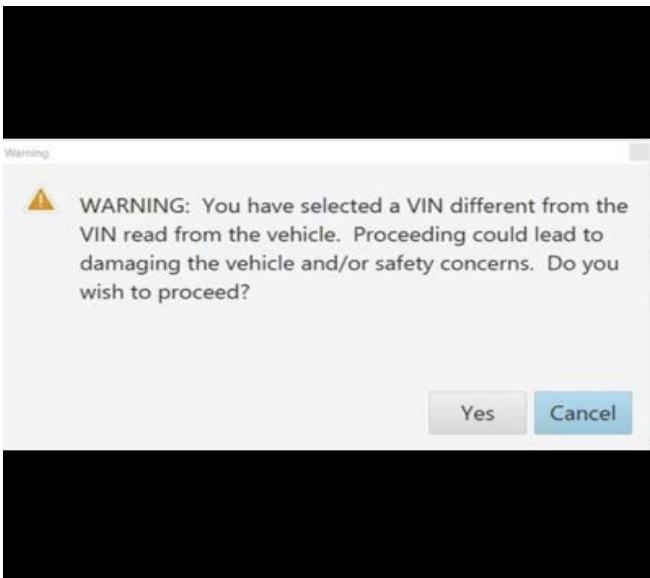
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in 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.

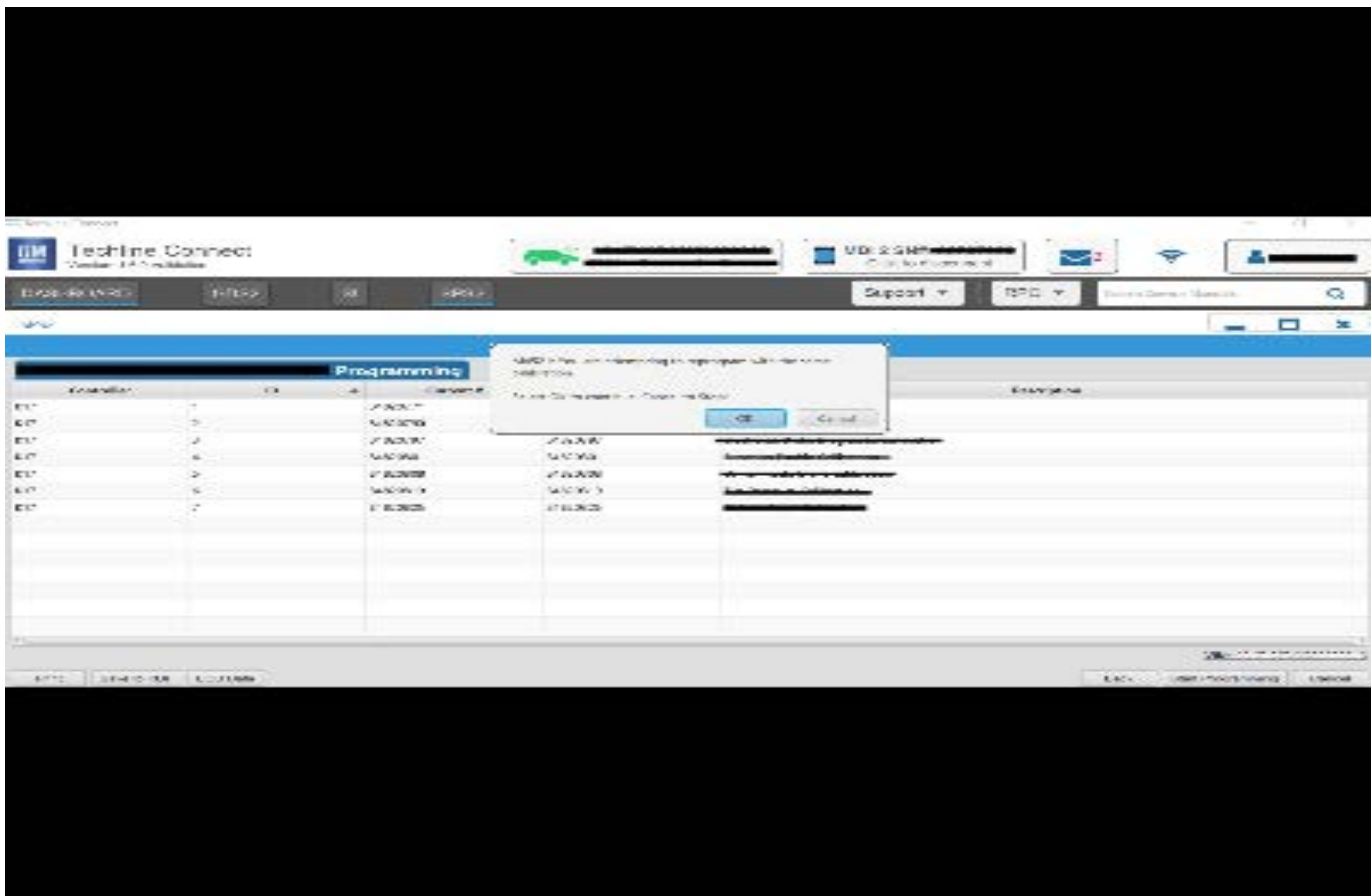


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Important: If the vehicle VIN DOES NOT match, the message below will be shown



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Important: Techline Connect screens shown above.

Important: If the same calibration/software warning is noted on the TLC 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 Y167 or greater, this bulletin does not apply.
 - If the build number is less than Y167, 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 screenshot above is 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 SPS Warranty Claim Code on job card for warranty transaction submission.

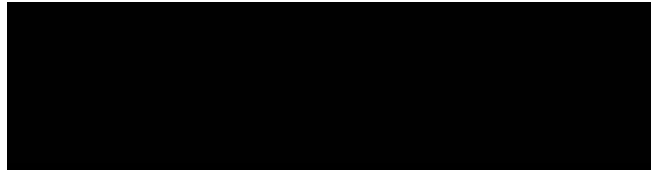
Warranty Information

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.

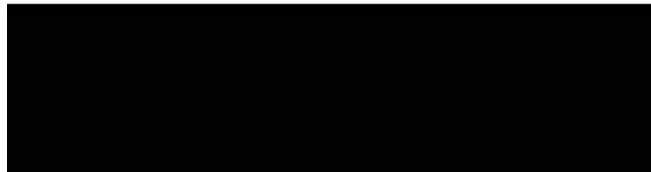
Labor Operation	Description	Labor Time
*2889388	Update Radio Software to Y167 Multiple Updates	0.6 hr

*This is a unique Labor Operation for Bulletin use only.

Important: **To avoid warranty transaction rejections, carefully read and follow the instructions below:



Labour Time [\[Top\]](#)
Labour Operation Code:
Additional labour op code information: SPS Warranty Claim Code:



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- The Warranty Claim Code must be accurately entered in the "Warranty Claim Code" field of the transaction.
- 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 "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval



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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 (1).
4. Select the Warranty Claim Code tab (2).

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	3
Modified	Released March 08, 2023 Revised March 22, 2023 – Removed 2022 Silverado/Sierra 1500 RPO J21 Models Revised May 15, 2023 – Updated Correction Section.

