



# Service Bulletin

Bulletin No.: 23-NA-126

Date: October, 2023

## TECHNICAL

**Subject: Radio Software Version W33E170.2.2-M166-SBQR3-161.3**

**This Bulletin Replaces PIT6024. Please Discard PIT6024.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2023	2023				
GMC	Canyon						

<b>Involved Region or Country</b>	North America, Middle East
<b>Additional Options (RPOs)</b>	Equipped with Infotainment System RPO IVD
<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>	<p>A newer software has been released. Refer to bulletin <b>23-NA-158: Radio Software Version 170.5.1-M166-SQBR3-187.1</b>. Which includes all of this bulletins improvements. For vehicles equipped with Infotainment system RPO IVD 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; fleet customers may need the dealer to reprogram the radio with the new software package.</p> <p>This 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>For the correct programming process of the radio please refer to <b>PIC6488</b>.</p> <p><b>Caution:</b> to avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.</p> <p><b>Important:</b> Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.</p>

### Most Notable Improvements

#### Radio:

- Loss of Presets.
- Turn by Turn Connection Failed.
- CarPlay Home page scroll inoperable.
- Radio resets.
- XM crashes.
- Black screen on one or both displays, sometimes with DTC B1D73.49.
- Cannot Exit rearview camera.
- Radio slow to boot up.
- Random volume increase.
- Blank display with "Android System" on the radio display.
- Radio menu scroll function not responding at quick speed.
- XM shows "Channel Not Available."
- Assistant & Voice Settings missing.
- Google Navigation displays incorrectly.
- Radio has factory reset.
- CarPlay connection intermittent and does not reconnect.
- XM app stuck in demo mode but functioning.
- HUD Brightness and rotation not remembered after sleep cycle.
- FM cuts out when selecting audio app.
- Audio and Phone steering wheel switches inoperable.

- No audio including chimes.
- Voice assistant volume weak/reduced when using Siri.
- FM audio lost after ignition cycle.
- Odometer not updating.
- Cannot open Camera app manually.
- Errors launching Camera application.
- Rearview camera does not come up when shifting to reverse.
- Climate fan speed pop up does not come up when using hard buttons.
- Wired CarPlay disconnected while driving.
- Radio display unresponsive to touch.
- Radio crashes after pressing home button.

**Phone:**

- Cannot add/connect Bluetooth device, sometimes Add Phone Button greyed out.
- Blank screen while interfacing with CarPlay.
- Android Auto/Apple CarPlay may not connect or crash.
- Device is disconnected when switching between wireless CarPlay and Bluetooth.
- Bluetooth connection change from currently paired phone to previously paired phone fails.
- Phone connected to CarPlay, but audio comes from phone speakers.

**Displays:**

- Fuel Range is inconsistent between Instrument Panel Display and Radio Display.
- Instrument Panel map display does not load when rapidly changing cluster layouts.
- Instrument Panel Display favorites bar not selectable.
- Displays flickering.
- Speedometer missing when changing Instrument Panel Display layout.
- OnStar call stuck on Instrument Panel display.
- OnStar TBT arrival time inconsistent between Instrument Panel Display and Radio display.
- Instrument Panel Display does not show the off-road layout.

**Programming:**

- VCU does not show “update successful” after USB update.

<b>Version</b>	3
<b>Modified</b>	Released July 19, 2023 Revised August 22, 2023 – Added reference to PI for programming procedure. Revised October 11, 2023 – Added statement to Correction section, Removed Service Information and Warranty Information.

