



# Service Bulletin

Bulletin No.: 22-NA-032

Date: November, 2023

## TECHNICAL

**Subject: Radio Software Version W161 – Multiple Updates**

**This bulletin replaces PIT5866B and PIT5875. Please discard all previous copies of PIT5866B and PIT5875.**

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

<b>Involved Region or Country</b>	North America, 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. Refer to bulletin <b>22-NA-058</b> .

**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.**

### W161 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:

- That the home screen bar may be missing on the left side of the display (only happens in guest profile).
- Presets may be lost over an ignition cycle.
- Home button may be inoperable.
- Multiple apps may be inoperable, such as MyGMC and CarPlay.
- Return to dealer message on Display Center Stack Module (CSM) may be present.

### Phone:

- Phone settings may not retain over ignition cycle, unable to delete paired phones, etc.
- Call audio may be lost when a customer gets a second call while they are on the first call.

### Cluster (IPC):

- Log in as guest message may be present on Integrated Center Stack (ICS) — Demo Mode

<b>Version</b>	4
<b>Modified</b>	Released February 08, 2022 Revised February 18, 2022 – Updating Warranty Information Labor Operation and Subject. Revised October 17, 2022 – Added PI reference to supersede statement. Revised November 08, 2023 – Added reference to newer software and removed Service Procedure and Warranty Information.

