



# Service Bulletin

Bulletin No.: 22-NA-142

Date: November, 2023

## TECHNICAL

**Subject: Radio Software Version W164 – Multiple Updates**

**This bulletin replaces PIT5906. Please discard PIT5906.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)						
	Suburban						
	Tahoe						
GMC	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)						
	Yukon Yukon XL						

<b>Involved Region or Country</b>	North America, 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
<b>Additional Options (RPOs)</b>	Equipped with Radio 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 has been released via an Over-the Air-Update, version W165. Refer to bulletin <b>22-NA-228</b> for the newest Radio software.

**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.**

**W164 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:

- Audio Distortion on IOK/UQF Builds —
  - Some customers might experience distortion when listening to music. This issue can occur when the volume is increasing to around 50% or higher. This distortion may include rattling, crackling, popping, buzzing, fuzzy noise, distortion, raspy sound or static heard from the speaker. The sound may also cut in and out or appear to have a blown speaker sound.
- Recent Call History List doesn't show names in the cluster (IPC). Some customers might see no names in the recent call history list in the cluster itself while phone paired via Bluetooth
- Navigation Volume shown changing when changing audio volume along with CarPlay running at the background
- SXM Loading Issue/Channel Not Available/ Presets don't save Improvements
- Display Flashing/Flicker Improvements in Porch View

<b>Version</b>	4
<b>Modified</b>	Released July 14, 2022 Revised August 03, 2022 – Adding 2022 Chevrolet Tahoe and Suburban and GMC Yukon and Yukon XL Revised December 06, 2022 – Edited the first bullet point under Most Notable Improvements. Revised November 08, 2023 – Updated to change Correction, remove Service Procedure and Warranty Information.

