



# Service Bulletin

Bulletin No.: 22-NA-228

Date: November, 2023

## INFORMATION

**Subject: Radio Software Version W165 – Multiple Updates**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Tahoe	2022	2023				
	Suburban						
GMC	Yukon						
	Yukon XL						

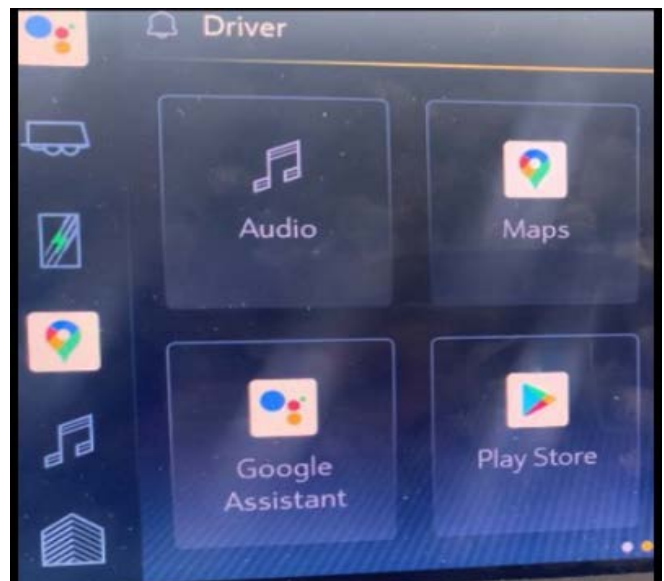
<b>Involved Region or Country</b>	North America, Europe, Uzbekistan, Russia, Middle East, Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Peru (West), Japan, Cadillac Korea (South Korea), Thailand (ASEAN), Other Africa
<b>Additional Options (RPOs)</b>	Equipped with RPO IOK.
<b>Condition</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 has been released via an Over-the Air-Update, version Y167. Refer to bulletin <b>23-NA-034</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.**

**W165 Most Notable Improvements**

- ‘Sirius XM (SXM) loading’ displays on screen until channel change
- SXM audio muted upon returning to radio from Android Auto
- SXM on demand channels/IP do not work for out of data scenario
- Inactive SXM favorites when clicked show no ‘Favorite Unavailable’ popup and improvements for saving presets
- Audio source menu is selected on Audio app but it jumps to map screen/home screen
- Phone Pairing Improvements
- Audio returned to CarPlay ~2 seconds after Google Assistant command to SXM

- “Start Your Vehicle” message pops up intermittently
- App Tray Icon color change to monochromatic appearance



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– Before: Google Icons with color



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– After: Google Icons monochromatic

<b>Version</b>	2
<b>Modified</b>	Released November 17, 2022 Revised November 08, 2023 – Updated to change Correction, remove Service Procedure and Warranty Information.

Keywords: **Loading, Sirius, SXM, Channel Not Available, Favorite Unavailable, Maps Open automatically, Start Your Vehicle, Pairing**

