



Service Bulletin

Bulletin No.: 23-NA-143

Date: November, 2023

TECHNICAL

Subject: Radio Software Version Y169 – Multiple Updates for IOK

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				
	Silverado 2500/3500	2024	2024				
	Suburban	2022	2023				
	Tahoe	2022	2023				
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)	2022	2022				
	Sierra 1500	2023	2023				
	Sierra 2500/3500	2024	2024				
	Yukon Yukon XL	2022	2023				

Involved Region or Country	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, Argentina, Brazil, Paraguay, Uruguay, Australia
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	A new radio software update, version Y171 bulletin 23-NA-183 , was released to service for vehicles equipped with Infotainment system RPO IOK. 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.

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.

Y169 Most Notable Improvements

Important: Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.

- Volume might ramp up to full after using the SWC to increase volume
- The system displays "Park Assist with Braking" instead of "Park Assist"
- Customer might not be able to hear Google Assistant
- When there is an incoming call the notification comes up at the same time as the incoming call screen
- When changing PTM from Off to On the setting does not apply
- The Wi-Fi Hotspot screen will not load
- SXM shows the wrong channel
- After cycling the speed limit recognition option, if you switch display mode the message will come up "menu unavailable while driving"

No audio with radio volume set to about 40%
 If the system is locked with a PIN the cluster maybe blank or show "Application Unavailable"
 Customer might see an "Android Auto Could Not Connect" message even though there is no concern
 The trailering app may show the wrong make of truck
 When pressing the OK button on the "Focus your attention on driving" screen the screen may come back up
 When switch from an AM favorite to the SXM Welcome screen the favorite may stay highlighted
 When turning the vehicle off and opening the door there could be a Bluetooth disconnected screen that comes up with the "Cancel" option truncated
 If the "Back" button is pressed twice in a row it might not take you back to the expected page
 SXM favorites greyed out and unavailable
 Vehicle might report an unknown fuel type
 E-Ray while using electric power might not be updating the dyno pages
 Not all DAB Announcements Categories are available
 After switching Users or doing an ignition cycle the Previous Trip data may reset
 Bluetooth and Android Auto may not automatically connect
 HUD might return to default pages after an ignition cycle
 "Hummer Improving text layout when switching from Terrain to Offroad drive mode"
 Stability improvement
 While setting up trailer tire pressure sensors the wrong screen might show
 Wi-Fi icon may be greyed out
 When changing the language to Arabic the back button did not change
 Changing the Startup or Shutdown volume is inconsistent
 During an OTA the radio could continue to retry causing a battery drain
 When switching to the Driver profile the Android Auto may disconnect
 When saving an SXM favorite there may not be a short title

SXM may not show metadata
 Norse translation for "Cut/Copy/Paste"
 During an OTA the "Install" button may have to be pressed twice
 If the customer cancels out of an OTA, the system might not go back to the expected screen
 "Hummer Translation update for preconditioning screen"
 "Hummer Offroad app may crash"
 "Hummer When going into the Pitch and Roll page the screen might go black"
 No SXM audio
 "Hummer The OnStar Emergency calling screen may not show during certain emergency events"
 "E-Ray The value shown on the dyno slider might not match the data in the graphs"
 While using Alexa during the quick tour the right side of the screen may show "speaking"
 When the data plan expires for the customer, there is no notice when trying to use Alexa
 When the trailer tire temperature is high the trailer tire pressure screen on the cluster will flash frequently
 When trying to use Google Voice Typing the screen may go back to the previous page
 Improving scroll bar graphics in OTA screen
 Alexa may not work for playing Spotify music
 The customer was able to start using Alexa while in an OnStar call
 When trying to add or remove Teen Driver keys the app may crash
 CarPlay may get stuck on the incoming call screen
 While in CarPlay if you try to use Google Assistant to switch to SXM the screen may go black
 When the BCM loses connection with the trailer tire pressure sensors the values for the tires show as dashes
 Translation and non-NA fixes
 Not all DAB Announcements Categories are available
 When changing the language to Arabic the back button did not change
 Norse translation for Cut/Copy/Paste"

Version	3
Modified	Released August 17, 2023 Revised September 25, 2023 – Added the 2023 Model Year and 2022 Silverado and Sierra Models. Revised November 13, 2023 – Added reference to newer software and removed Service Procedure and Warranty Information.

