TECHNICAL

Subject: **Radio Software Version Y172 – Multiple Updates for IOK**

This Service Bulletin Covers Vehicles Formerly in PIT6107 and PIT6118.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500	2023	2024				
	Silverado 2500HD/ 3500HD	2024					
GMC	Sierra 1500	2023	2024				
	Sierra 2500HD/ 3500HD	2024					

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.
Additional Options (RPOs)	Equipped with RPO IOK
Condition	Some customers may comment on radio 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 Y172, 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.
	Customers will receive a Software Update notification once the software has been downloaded to their vehicle and will need to accept the OTA when prompted.
	Caution: to avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.

Y172 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:

Audio:

- Audio app may crash and change source on own
- Audio loss when changing drive mode
- No audio after phone call
- No audio and audio app blank
- No audio and volume knob doesn't respond
- No audio on start
- No turn signals audio
- Start up audio delayed
- With an Android phone paired there is no audio

Cluster:

- Album Art flashes on XM station change
- When the radio is off there may be a Power icon showing on the audio page. "Audio Off" to let the driver know the radio is off is missing

Connectivity:

- 4G connection is dropping

Display:

- Audio card crashes and will not recover
- Audio card may freeze
- Black Screen
- Black Screen after accepting TCPS
- Black screen when launching Trailering App
- Black screen when switching profile during a call on a password lock screen
- Blank screen after accepting TCPS
- Card view Clock app in wrong position on ignition start
- Card view disappears after changing profile
- Card view is blank when profile creation interrupted
- Home screen glitching
- Loading message for Maps and audio cards
- Maps and Trailering might be missing from the right-side apps view
- The display may look like a picture negative when switched to day mode
- The Home screen may not have any app icons

HVAC:

- The blower speed turns down at startup by itself

Navigation:

- Google Maps blinking
- Icons incorrect
- Location changing randomly
- Maps blank in porch view
- Maps freezing in card view
- Navigation page will not load on cluster
- Turn-By-Turn may not work

Phone:

- Android Auto screen is cut off and the touch display does not work
- Answer button on the screen does not work
- Apple Music skipping songs
- CarPlay will not connect or is slow to connect
- Customer can't open the CarPlay app through the home screen icon
- During a call the audio may stay on the handset instead of being heard through the vehicle
- Echo during phone call
- The CarPlay screen might flicker

Profiles:

- Correct password not working when changing from driver profile to new profile
- No incorrect password pop-up when entering incorrect password
- Settings app and new profile do not respond after switching to new profile
- Stuck on loading message on profile change

Programming:

- Customer may see a message to "restart the system to complete the update"
- Download stuck at 67%
- Flash/Flicker when selecting x button or back button on faceplate
- The OTA update may fail
- The USB update may fail

Radio:

- Keyboard will not come up after change language button is pressed
- The favorites button on the steering wheel controls may not work

SXM:

- Customer sees "No Signal" message
- Customer sees "XM Loading" message
- XM audio pausing for a second when an icon is pressed on any screen

Trailing App:

- Trailer app not launching from card view for first time user
- White screen displays after clicking done in trailering-towing assist screen
- Your trailering profiles may not sync with the cloud

USB:

- USB data not functioning

Voice Recognition:

- Alexa not stopping on SWC end button press
- Google Assistant asks for device when commanded to play music
- Google Assistant extra-long delayed response time
- No Voice Recognition functions

Stability:

- Card View takes a long time to load apps
- Radio doesn't turn on
- Radio Stays on for a minute after cancelling RAP

- Reboot
- System freezes
- When changing Trailer Maintenance data to 100% the system may crash
- When exiting camera, the app tray and status bar may disappear, and the transition is not smooth

Non-GMNA fixes:

- The radio may switch from DAB to FM after an announcement.

Service Procedure

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.

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.

- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result.

- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.
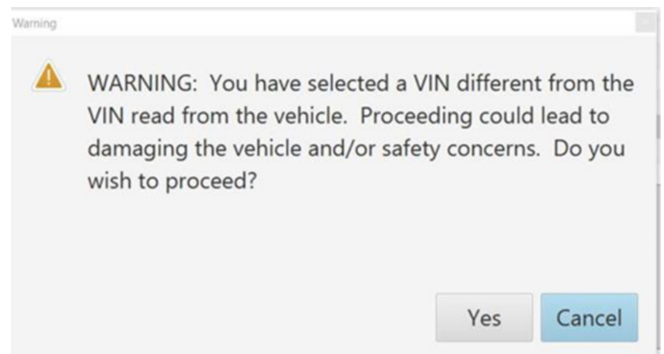
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.

- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.

- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.
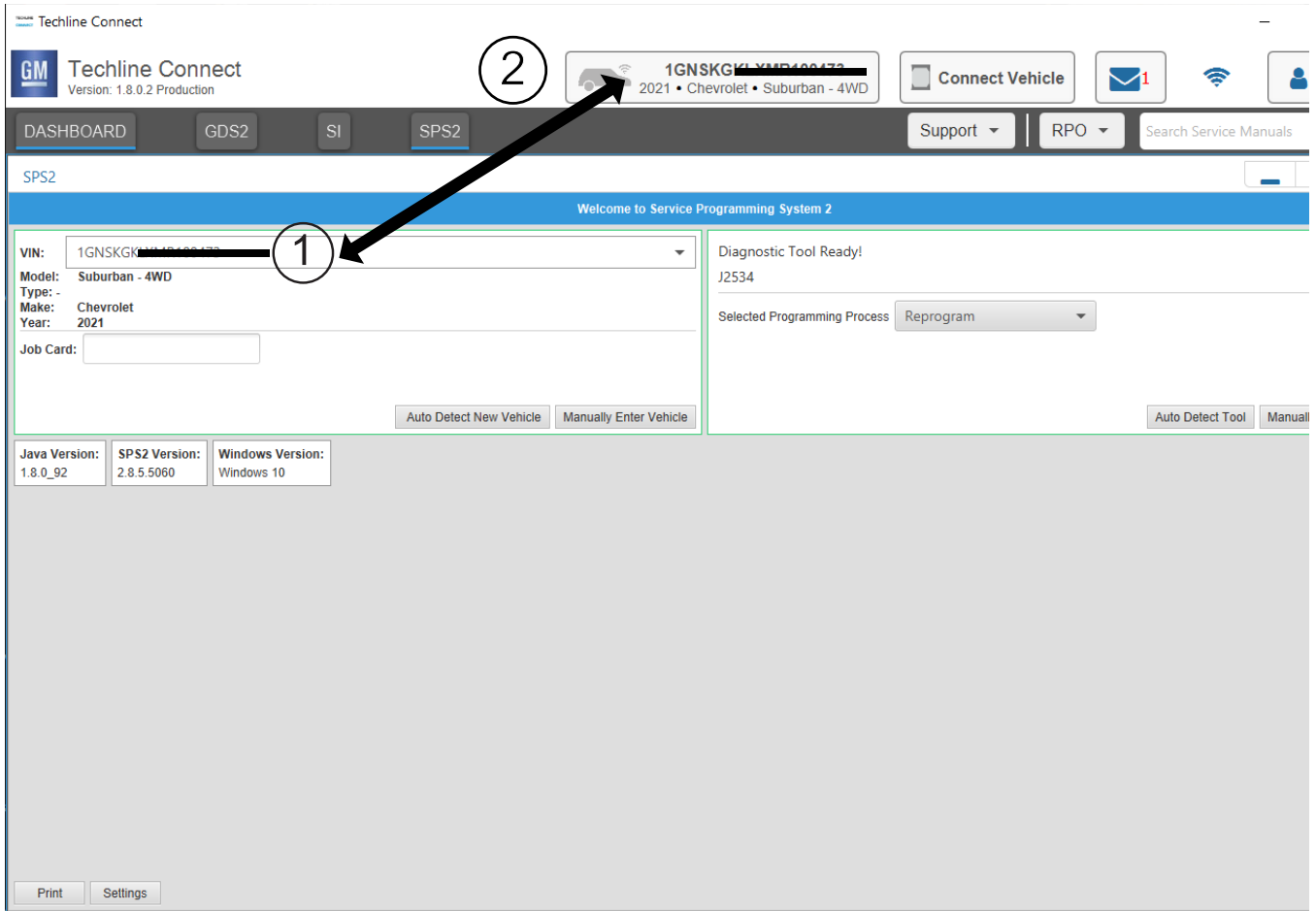
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**Important:** If the vehicle VIN DOES NOT match, the message below will be shown

5877000

Controller	ID	Current #		Description
K17	1	84820771		
K17	2	84820790		
K17	3	84820797	84820797	Electronic Brake Diagnostic Calibration
K17	4	84820801	84820801	Function Enable Calibration
K17	5	84820808	84820808	Driver mode brake calibration
K17	6	84820819	84820819	Tire Pressure Calibration
K17	7	84820825	84820825	

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Important: Techline Connect screens shown above.

Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS

Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Radio. Refer to *A11 Radio: Programming and Setup*.
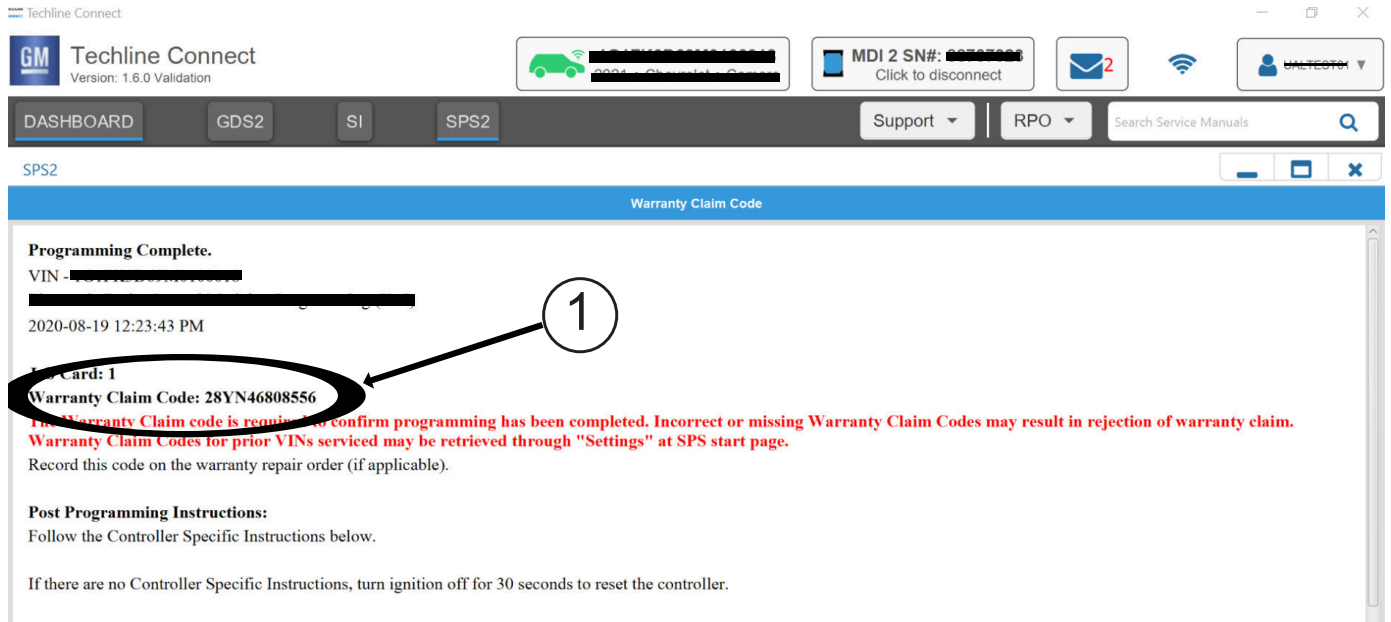
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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you MUST record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
*2810335	Radio Reprogramming with SPS	Use Published Labor Operation Time

Important: *To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labor Operation	Description	Labor Time

Labour Time [Top]

Labour Operation Code:

Additional labour op code information: SPS Warranty Claim Code:

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- The Warranty Claim Code must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval

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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.

2. Select and start SPS2.

3. Select Settings (1).

4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	1
Modified	Released June 10, 2024

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