



# Service Bulletin

Bulletin No.: 23-NA-183

Date: August, 2024

## TECHNICAL

**Subject: Radio Software Version Y171 – Multiple Updates**

**This Service Bulletin replaces PIT5999, PIT6008, and PIT6032. Please discard all copies of PIT5999 and PIT6032 and PIT6008.**

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

<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, Argentina, Brazil, Paraguay, Uruguay
<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>	<p><b>Note:</b> Verify the current radio software by going to Settings —&gt; About —&gt; Build Information.</p> <p>A newer radio software update has been released to service, refer to bulletin <b>24-NA-100</b>. 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.</p> <p><b>Caution:</b> to avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.</p>

### Y171 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:

- Customer may have intermittent drops in audio.

- When starting the vehicle, the blower motor speed may drop unexpectedly.
- A customer may not be able to save Favorites or keep a phone paired to the vehicle because it is in the Guest profile with no way to get to the Driver profile.
- CarPlay might play through the phone instead of the vehicle.
- There may be no radio audio after a phone call ends.
- The customer might have no radio audio.
- Text message playback might play through the phone instead of the vehicle.
- In the trailering app the brake gain does not save.

- The customer might have a black screen when using Hulu.
- The HUD might show audio metadata for too short of a time, or not at all, when changing stations.
- Google play security patches.

**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.**

<b>Version</b>	5
<b>Modified</b>	Released November 03, 2023 Revised November 14, 2023 – Added 2023 SUV Model Year, 2024 1500, 2500HD, and 3500HD Truck Model Year. Revised December 20, 2023 - Removed Australia/New Zealand from Involved Regions or Country Section. Revised January 04, 2024 – Added a note to Correction Section. Revised August 13, 2024 – Changed reference to bulletin with more current software and removed both Service Procedure and Warranty Information.

Additional SI Keywords: UQF

