



Service Bulletin

Bulletin No.: 23-NA-160

Date: April, 2025

TECHNICAL

Subject: Radio Software Version W38E-170.5.1-M166-SQBR3-187.2 – Multiple Updates for IVD

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2024	2024	—	—	—	—
	LYRIQ						
Chevrolet	Silverado EV						

Involved Region or Country	North America, Middle East, Cadillac Korea (South Korea)
Additional Options (RPOs)	Equipped with Infotainment System RPO IVD
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	<p>Newer software has been released for the 2024 XT4 and LYRIQ. Refer to bulletin 23-NA-222.</p> <p>Newer software has been released for the 2024 Silverado EV. Refer to bulletin 23-NA-227.</p> <p>A new radio software update, version W38E-170.5.1-M166-SQBR3-187.2, was released to service for vehicles equipped with Infotainment system RPO IVD being brought into the service department. 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; fleet customers may need the dealer to reprogram the radio with the new software package.</p> <p>This new radio software update has been released via an Over-the Air-Update. the customer will receive a Software Update notification once the software has been downloaded to their vehicle. Customers need to accept the OTA when prompted.</p> <p>Caution: to avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.</p> <p>Important: Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.</p>

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.

Notable Improvements:

Radio:

- Podcast slider disappears.
- Flashing white screen when touching Phone icon.
- Camera app does not launch with manual input.
- Universal remote menu selections not functioning.
- Audio source changes after sleep cycle.
- VCU resets.

- Repeat OnStar advisor call doesn't show a call screen.
- OnStar TBT Navigation next maneuver bar doesn't activate.
- Rear View Camera inoperable.

Phone:

- CarPlay black screen.

Display:

- Trip reset button does not highlight when pressed.
- HUD does not show navigation information.
- Missing speed limit icon.
- Black radio screen after charging but functioning touch/audio.
- Both screens blank at start up (XT4 Only).

Charging App:

- Time to charge text has missing/incorrect character icons.
- Delay charging time is formatted wrong.
- Peak in charging complete time is not correct.

Version	4
Modified	Released September 12, 2023 Revised December 14, 2023 – Removed the 2024 Cadillac LYRIQ and Chevrolet Silverado. Revised January 23, 2024 – Added 2024 Cadillac LYRIQ and Chevrolet Silverado, Removed Warranty Information. Revised April 07, 2025 – Added bulletin references at beginning of Correction section and removed Service Procedure.

