



Service Bulletin

Bulletin No.: 25-NA-121

Date: May, 2025

TECHNICAL

Subject: Radio Software Version Y177– Multiple Updates for IOK

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500	2025	2025	-	-	All	All
	Silverado 2500 HD/ 3500 HD	2025	2025				
GMC	Sierra 1500	2025	2025				
	Sierra 2500 HD/ 3500 HD	2025	2025				

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 Information (RPOs):	RADIO - INFOTAINMENT SYSTEM - 3.X MID/HIGH HMI, ENHANCED CONNECTIVITY 2.0, VOICE RECOGNITION (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	<p>A new radio software update, version Y177, 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 may need the dealer to reprogram the radio with the new software package.</p> <p>Dealers are to update the radio and confirm the radio software update corrects the customer's concern. If the software update does not correct the customer's concern, please refer to SI diagnostics.</p> <p>Note: To receive this software update, you DO NOT need to replace the module. This update can be performed via USB file transfer and programming through SPS 2.</p>

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

Y177 Most Notable Improvements:

Audio:

- Additional improvements to prevent short cuts in audio especially at start up.
- Complete loss of audio improvements.
- When switching radio sources with the steering wheel switch, the display may be blank, but audio is still present.
- The song skip button may be inoperable during a key cycle.

Apps:

- Unable to launch Spotify.

Display:

- The side card screen may show the maps loading, or if on the audio page it may be blank after switching to a new user profile.
- Favorites bar may no longer be present.
- After a regular radio boot up, you may see loading audio on the screen and there will be no audio present.

OnStar:

- Device registration failing.

Trailing:

- General stability improvements in the trailing app.

Phone:

- Echo can be heard on the receiving side of a phone call.
- Bluetooth connection improvements.
- Bluetooth may disconnect and then reconnect when receiving a new message while creating a new profile.

Stability:

- Customer may see a return to dealer screen right at startup or after the splash screen animation.
- An over the air update may not process and may get stuck on the acknowledgement screen.
- Blank or blue screen may be present after a vehicle update has failed.
- After update is successful, there is no prompt after the radio restarts.
- Additional robustness to prevent black/blank screens.
- The settings app may crash when hitting back button in the Text-to-Speech output page.

SXM:

- When switching to SXM there will be no audio until you select another SXM station.

USB hubs:

- Center counsel USB hub may be inoperable.

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.

Important: This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool, and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

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.

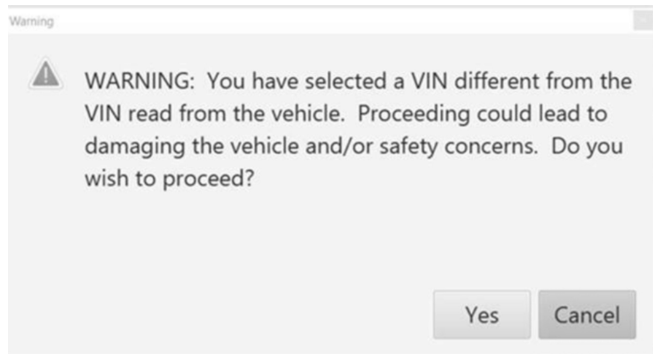
Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- 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.

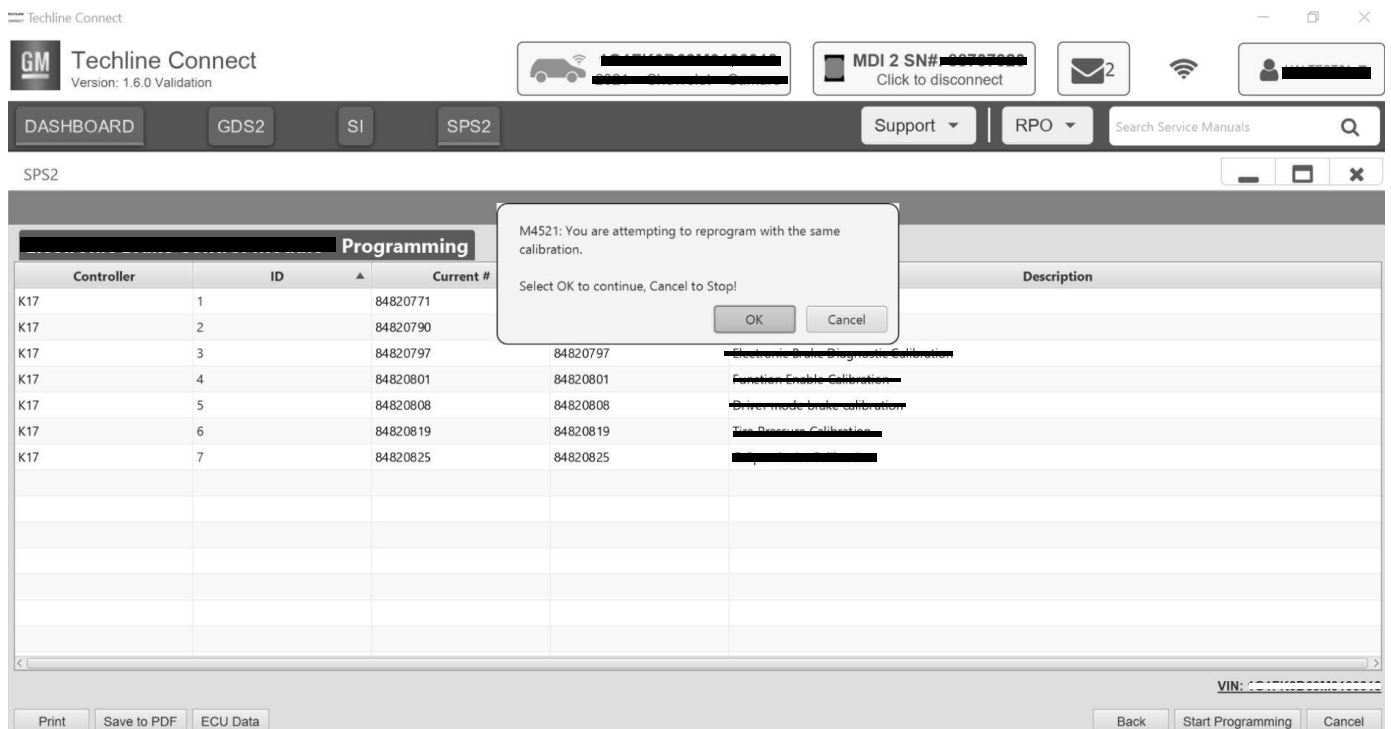
Caution: Be sure the VIN selected in the drop-down menu (1) is the same as the vehicle connected (2) before beginning programming.

The screenshot displays the Techline Connect SPS2 interface. At the top, the 'Techline Connect' header shows the GM logo and version '1.8.0.2 Production'. Below this, a navigation bar includes 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' buttons, along with 'Support', 'RPO', and 'Search Service Manuals' options. The main content area is titled 'Welcome to Service Programming System 2'. On the left, a VIN selection dropdown menu is highlighted with a circled '1', showing a selected VIN '1GNSKGR...'. Below this, vehicle details are listed: 'Model: Suburban - 4WD', 'Type: -', 'Make: Chevrolet', 'Year: 2021', and a 'Job Card' field. On the right, the 'Diagnostic Tool Ready!' status is shown as 'J2534', and the 'Selected Programming Process' is set to 'Reprogram'. At the top right, a 'Connect Vehicle' button is highlighted with a circled '2', and the connected vehicle information is displayed as '2021 • Chevrolet • Suburban - 4WD'. At the bottom left, there are 'Print' and 'Settings' buttons, and at the bottom right, 'Auto Detect New Vehicle', 'Manually Enter Vehicle', 'Auto Detect Tool', and 'Manual' buttons. System version information is shown at the bottom: 'Java Version: 1.8.0_92', 'SPS2 Version: 2.8.5.5060', and 'Windows Version: Windows 10'.

Important: If the vehicle VIN DOES NOT match, the message below will be shown



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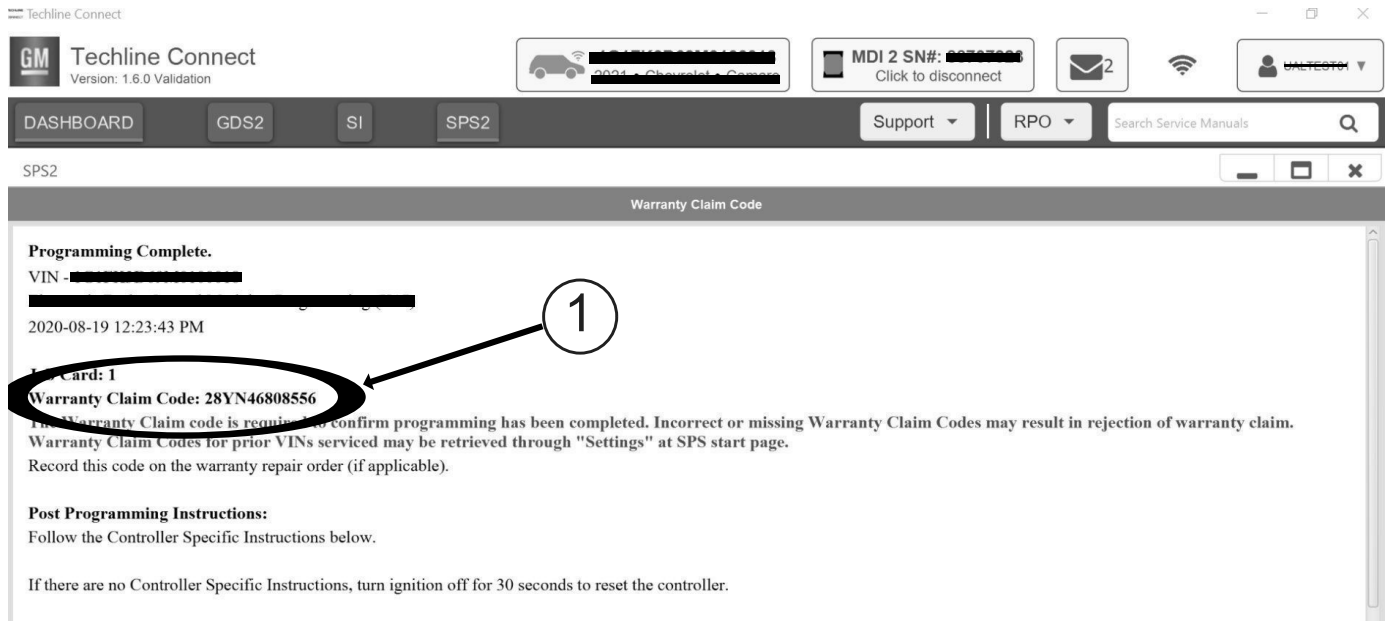
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Important: Techline Connect screens shown above.

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 module. Refer to *A11 Radio: Programming and Setup* in SI.

Dealers are to update the radio and confirm the radio software update corrects the customer's concern. If the software update does not correct the customers concern, please refer to SI diagnostics.



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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.

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

Parts Information

No parts are required for this repair.

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
<p>Labour Time [Top]</p> <p>Labour Operation Code:</p> <p>Additional labour op code information:</p> <p style="text-align: right;">SPS Warranty Claim Code:</p>		
<p>6125814</p>		
<ul style="list-style-type: none"> 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

The screenshot shows a software interface with a sidebar on the left containing various tool icons. A 'Warranty Claim Code' window is open, displaying a table with the following data:

VIN	Module	Function	Warranty Claim Code	Job Card
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

At the bottom of the interface, there are 'Print' and 'Settings' buttons. An arrow labeled '1' points to the 'Settings' button. In the 'Warranty Claim Code' window, there are tabs for 'Common', 'Diagnostics', 'Logging', 'Warranty Claim Code', and 'Local Cache'. An arrow labeled '2' points to the 'Warranty Claim Code' tab.

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 May 13, 2025

