



Service Bulletin

Bulletin No.: 23-NA-069

Date: April, 2023

TECHNICAL

Subject: IOR Radio Wireless CarPlay Settings

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

Involved Region or Country	United States, Canada, Mexico, Europe, Uzbekistan, Middle East, Israel, Palestine, Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Cadillac Korea (South Korea), Thailand (ASEAN), Australia/New Zealand, Other Africa
Additional Options (RPOs)	Equipped with Radio RPO IOR
Condition	Some customers may notice they are unable to access wireless Apple CarPlay after unpairing the phone from the vehicle or the vehicle from the phone.
Cause	The cause of the condition may be the phone manufacturer's design.
Correction	As a work around, on an iPhone Settings>General>CarPlay> there is a list of known CarPlay supported devices. After the phone removes the vehicle from known BT devices or after the phone is "forgotten" from the radio, the customer must also remove the radio from the list on their CarPlay devices in the phone Settings menu prior to attempting to reconnect for CarPlay.

Version	1
Modified	Released April 13, 2023

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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