



Service Bulletin

Bulletin No.: 23-NA-118

Date: July, 2023

TECHNICAL

Subject: Radio Software Version Y168 – Multiple Updates for IOK

This Bulletin Replaces PIT5977. Please Discard PIT5977.

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

Involved Region or Country	United States, Canada, Mexico, 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, Australia
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	<p>A new radio software update has been released via an Over-the Air-Update. 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>A new radio software update, version Y168, was also released to service for vehicles equipped with Infotainment system RPO IOK 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, vehicles in unconnected markets, and fleet customers may need the dealer to reprogram the radio with the new software package.</p> <p>Caution: to avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.</p>

Y168 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:

Radio

- When trying to use Google Assistant with Android Auto and in offline mode, the card view may come up for a second.
- When pressing the "View terms & data settings" button the keyboard will flash.
- When switching languages, a "switch to trailer" message might appear.

- Volume may be stuck on max.
- Tow Haul reminder may show up more than once during an ignition cycle.
- The SXM Subscribe button is not greyed out while driving.
- The trailering app may show a camera option even if the trailer has no camera.
- The Off-road app may be in day mode while the vehicle is in night mode.
- The customer is unable to open the Camera app in Accessory mode.
- The customer may see an "Add New User" pop-up.

- The customer might see a "Cannot Schedule Update" message come up then disappear.
- The Engine Shift setting may flicker.
- The keyboard may be stuck on the screen when leaving the account page.
- The Maps card view might be missing the button to expand to full screen.
- Text may not change to night mode properly.
- The "Back" button may not work from the Trusted Device page.
- The "Back" button may not work after ending a call.
- SXM Favorites and On Demand unavailable.
- SXM may show "Loading" and have no audio.
- SXM On Demand content may not be displayed.
- If the customer is trying to move a favorite channel while switching sources at the same time, the audio app may crash.
- If voice recognition is launched while on the password screen, the screen will close.
- If you try to enter Drive Mode while the vehicle is off, the app will not launch.
- In the Trailering app the tire sensor setup may not work.
- Intermittently there may be no audio from one or multiple speakers.
- On the Recent page there may be a keyboard shown.
- If the Back button is pressed during a call the call timer may disappear from the status bar.
- Dyno page values do not match graph.
- If the audio is muted, pressing the Previous or Next buttons will unmute.
- After switching from a new user to Driver on the Auto-lock user page the back button may not work.
- Buckle to Drive is available for Fleet Driver.
- CarPlay may show the message "pair a phone" when a phone is already paired.
- Channel tiles will show the channel name instead of the short description.
- Chime volume changes may not work properly.
- Customer may not be able to use the SWC Favorite switch for an ignition cycle.
- Customer may see a message to pair a phone to make a call, even though a phone is connected.
- Favorites may not work.
- A message stating "Cannot manage favorites while driving" may show a second time without driver input.
- "Trailer Brake Gain Not Recalled" message erroneously displayed.

- "Auto unlock User Profile" may get turned on automatically after entering the wrong password and backing out of the page.
- After a phone call ends there may be no audio from the radio.

Phone

- When tapping the Phone app in the app tray, the tray might disappear.
- When on a Teams call using Android Auto there may not be a notification of an incoming call.
- When connected to Wired Android Auto the Phone screen may not have the "Switch Phone" option.
- There may not be a connection failure message if Bluetooth is turned off on the customer's device while the Wireless Android Auto connection is being established.
- During an OnStar emergency call if you turn TTY off then back on and press the call timer the screen may go black.
- During an OnStar emergency call the keyboard might show up if swiping on a notification.

IPC

- When switching from Google Maps to CarPlay the cluster Navigation page may not indicate the change.
- When there is an inbound call from an unknown number, the call timer on the cluster may flicker.

OTA

- While checking for available over the air update, if there is an error the back button may take you to the wrong screen.
- During an Over the air update, if the customer presses the reschedule button they may get a black screen.

Translation

- Arabic formatting change for "Proper Use Warning" message.
- Arabic formatting change for Teen Driver.
- Arabic translation issue for OnStar call timer.
- Arabic translation issue for road names and remaining distance.
- Korean translation issue of "Files" in storage screen.
- Norsk translation issue for "Device is starting" message.
- Norsk translation issue for "Feature not available while driving" message.
- Norsk translation issue for "Field cannot be blank" message.
- Norsk translation issue for "Tap here to authorize this feature" in the Auto-Unlock User Profile screen.
- Norsk translation issue for Google voice typing.
- Norsk translation issue for WiFi password changes.

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.

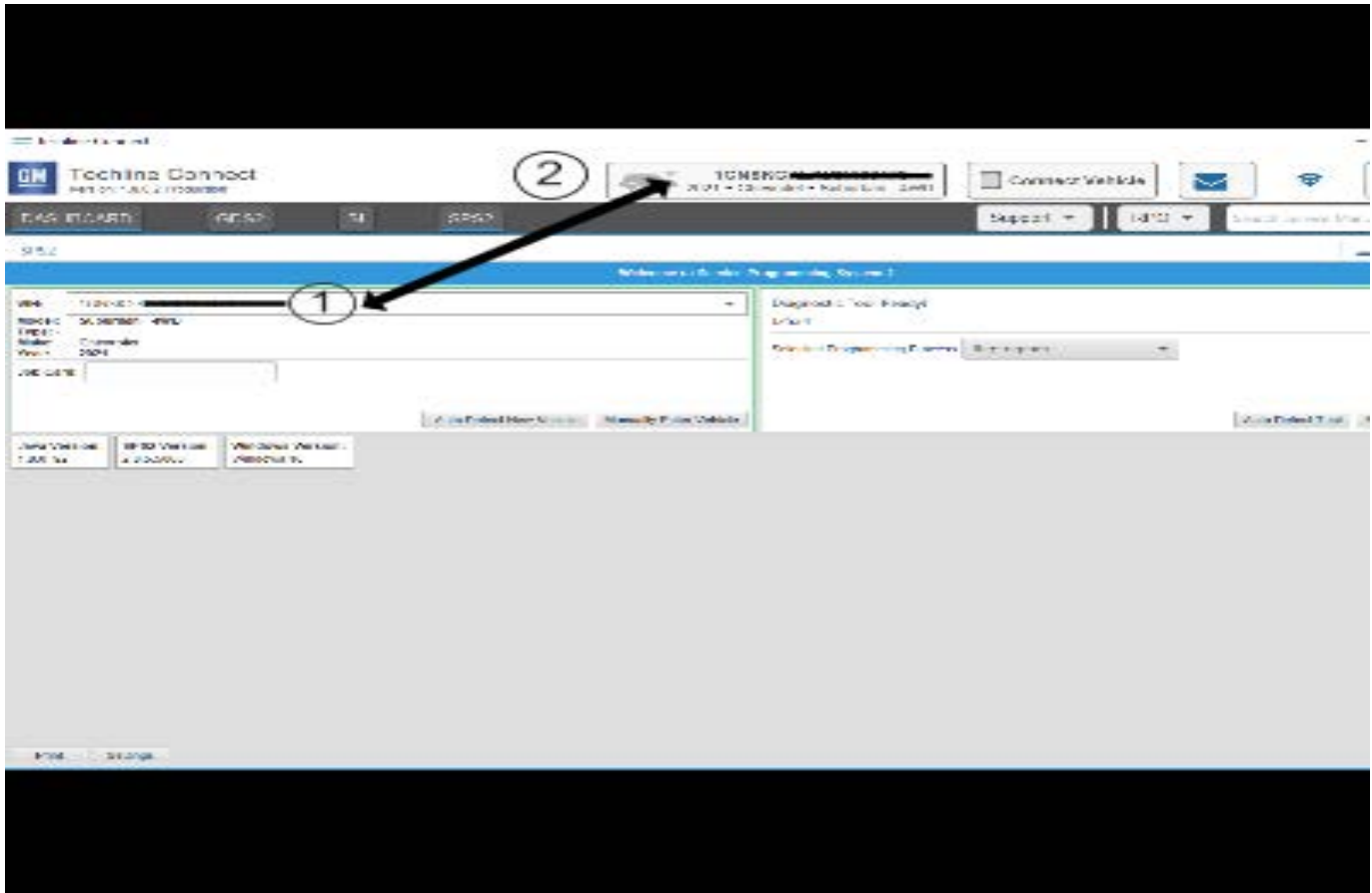
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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.

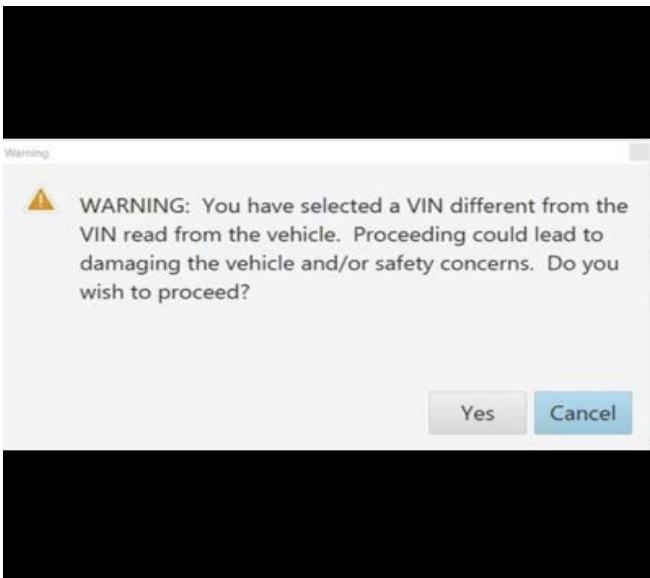
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in 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.

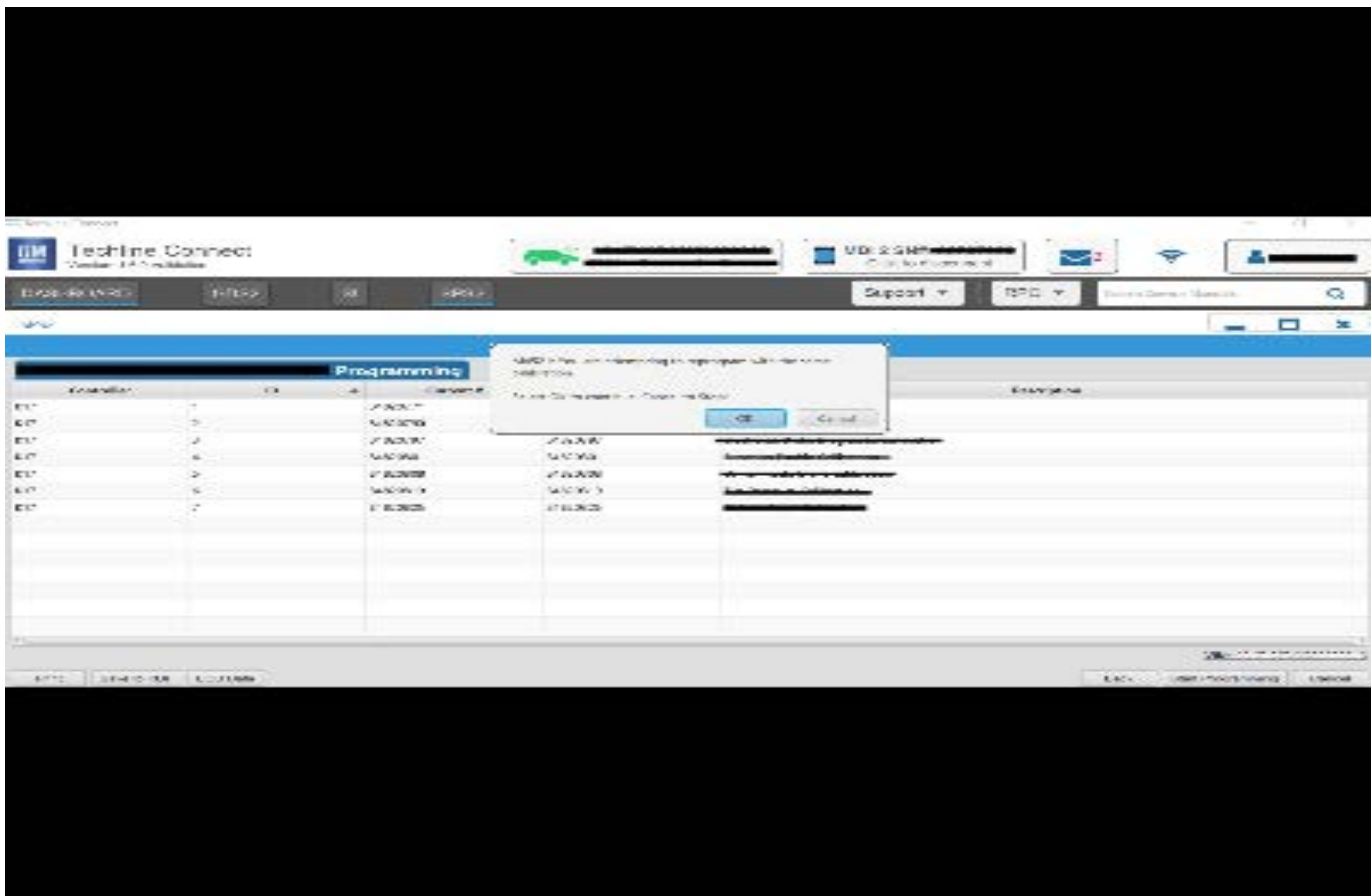


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Important: If the vehicle VIN DOES NOT match, the message below will be shown



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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. Inspect the current radio software version. Navigate to Settings -> About -> Build Number -> Information "i" to view and verify the software version.
 - If the build number is Y168 or greater, this bulletin does not apply.
 - If the build number is less than Y168, update the radio software.

Tip: Once the USB update is initiated, there is no need to monitor the progress.

- If an Infotainment over the air (OTA) update is present in the radio Updates menu, check for and reference any applicable field action bulletins first.
- If the radio displays Conditions are not ideal, there are many reasons this can display but be aware that stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming.

Caution: to avoid potential programming errors that might result in a Cadillac splash animation being displayed on non-Cadillac models, ensure both programming events (Programming and USB File Transfer) are performed.

2. Install the software update via USB. Refer to A11 *Radio: Programming and Setup* in the Service Manual.



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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.

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

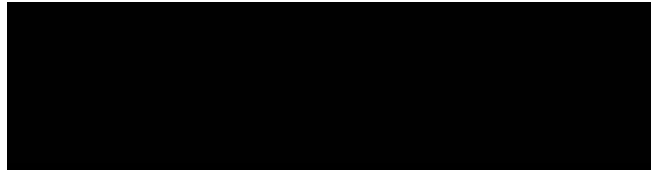
Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

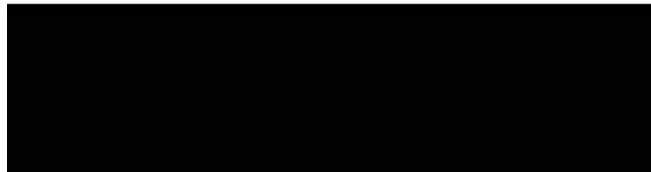
Labor Operation	Description	Labor Time
*2889658	Update to Y168 Via USB/SPS	0.6 hr

*This is a unique Labor Operation for Bulletin use only.

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



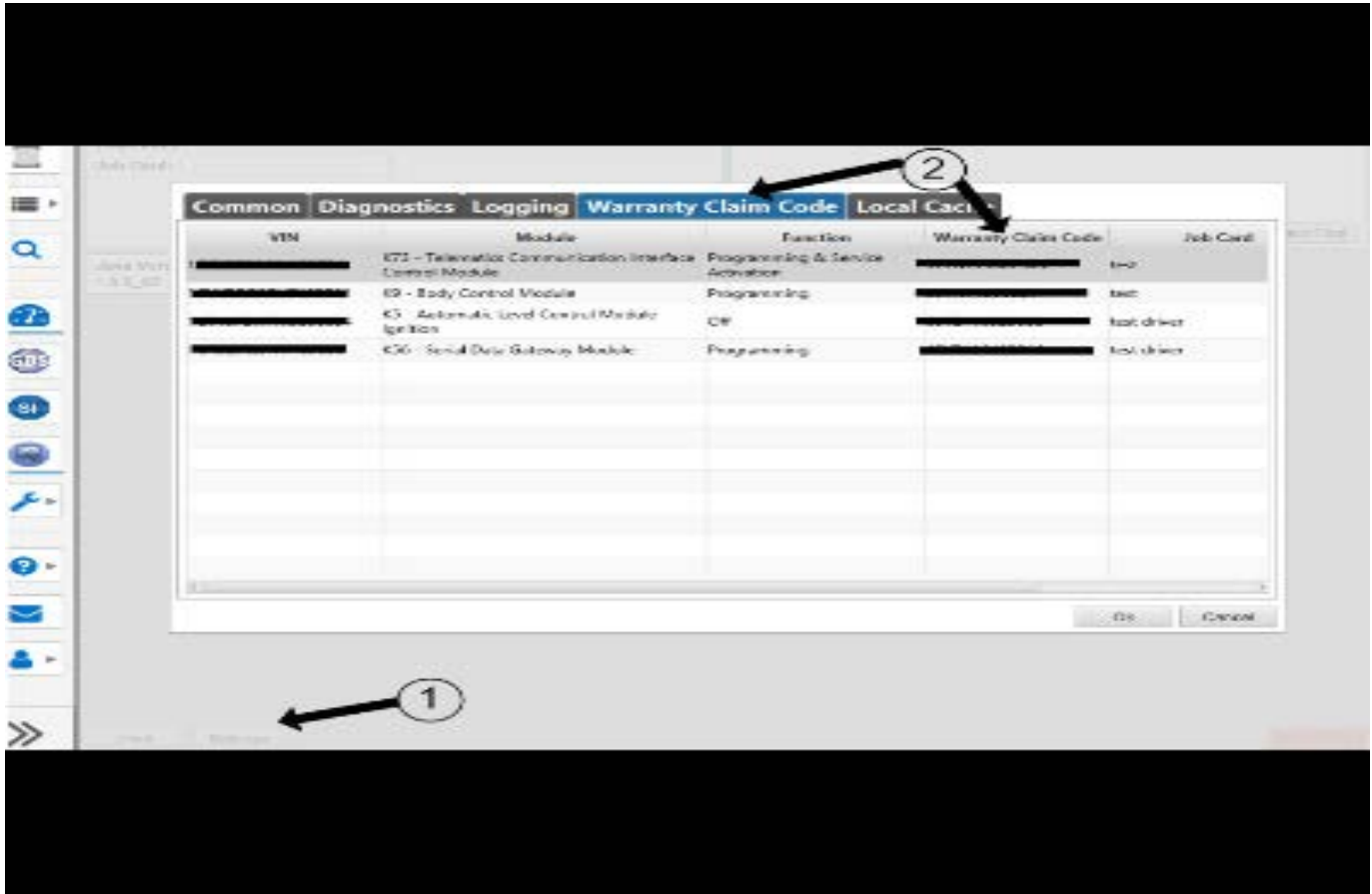
Labour Time [\[Top\]](#)
 Labour Operation Code:
 Additional labour op code information: SPS Warranty Claim Code:



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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 July 20, 2023

