



Service Bulletin

Bulletin No.: 23-NA-034

Date: September, 2023

TECHNICAL

Subject: Radio Software Version Y167 – Multiple Updates for IOK

This Service Bulletin is replacing PIT5976. Please discard all previous copies of PIT5976.

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	2023				
	Suburban	2022	2023				
	Tahoe	2022	2023				
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)	2022	2022	—	—	-	—
	Sierra 1500	2023	2023				
	Yukon Yukon XL	2022	2023				

Involved Region or Country	United States, Canada, Mexico, Uzbekistan, Russia, Middle East, Argentina (Mercosur), Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Cadillac Korea (South Korea), Thailand (ASEAN), Australia/New Zealand
Additional Options (RPOs)	Equipped with RPO IOK
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	A new radio software update has been released via an Over-the Air-Update, version Y168. Refer to bulletin 23-NA-118 for the newest Radio software.

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.

Y167 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:

- A. Radio:
 - AM or FM station stuck for an ignition cycle
 - No rear view camera
 - After performing a factory reset the physical Home button might not work
 - Intermittent XM unavailable message
 - Intermittent no audio at startup
 - The volume bar pop-up screen might not show when adjusting the volume
 - Voice recognition might not work

- When trying to sign in with a GM account the sign in through Mobil App does not work
 - Latitude gauge goes up and down
 - Tune knob might not change channels
 - Customer is unable to add XM favorites
 - Voice volumes will not change, only audio volume does
 - The Now Playing screen might not show the station number of the channel playing
 - When changing Favorite pages, the > button does not highlight when pressed
 - When trying to log in with a MyGMC account, there is no error if the email format is incorrect
 - In the towing app the wrong vehicle type is shown
 - Intermittently there will be no audio
 - Buckle to Drive might always be on
 - Intermittent rebooting with Device is Starting message
 - XM favorite channels jump when using the SWC
 - Improve readability of MyBrand application
 - XM can only play one channel, the rest show Unavailable in the browse list
 - XM favorites are greyed out
 - Invisible Trailer View Not Functioning
 - When adding a new user there may be multiple blank screen
- B. Phone:
- CarPlay might stop after ending a call
 - When switching audio from Bluetooth to USB the Bluetooth audio might continue
- The Add Phone button might not work
 - When making a call, the Search Contacts screen might come up instead of the keypad
 - Android Auto screen slow at launch
 - The First to Connect setting might not save after an ignition cycle
 - CarPlay would not launch
 - Contacts still show after clearing phone numbers
 - After shutting the vehicle off the Handset button for moving an active call is not highlighted
 - Phone calls might have audio echo on the other end of the call (not in vehicle)
 - Phone projection may not connect
 - CarPlay might be slow to launch
- C. IPC:
- The incorrect language might show on the DIC
 - Dyno Page graph not updating while idling
 - V-mode shown in Drive mode of non-Cadillac vehicles
 - In the Drive Mode pages there is Z-mode when it shouldn't be
 - The sound for the turn signals is out of sync with the cluster indicators
 - Intermittently "Turn your vehicle on" shows on ICS even with vehicle on
- D. OTA:
- An Over-The-Air update might take a power cycle to complete
 - There is a black screen if the back button is pressed while performing an update

Version	4
Modified	Released March 08, 2023 Revised March 22, 2023 – Removed 2022 Silverado/Sierra 1500 RPO J21 Models Revised May 15, 2023 – Updated Correction Section. Revised September 14, 2023 – Updated to change Correction, remove Service Procedure and Warranty Information.

