TECHNICAL

Subject: Radio Software Version Y169 – Multiple Updates for IOK

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				
	Silverado 2500/3500	2024	2024				
	Suburban	2022	2023				
	Tahoe	2022	2023				
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)	2022	2022				
	Sierra 1500	2023	2023				
	Sierra 2500/3500	2024	2024				
	Yukon Yukon XL	2022	2023				

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, Australia
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, version Y169, 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, and fleet customers may need the dealer to reprogram the radio with the new software package. **Caution:** to avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.

Y169 Most Notable Improvements

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

Volume might ramp up to full after using the SWC to increase volume

The system displays "Park Assist with Braking" instead of "Park Assist"

Customer might not be able to hear Google Assistant When there is an incoming call the notification comes up at the same time as the incoming call screen

When changing PTM from Off to On the setting does not apply

The Wi-Fi Hotspot screen will not load

SXM shows the wrong channel

After cycling the speed limit recognition option, if you switch display mode the message will come up "menu unavailable while driving"

No audio with radio volume set to about 40%

If the system is locked with a PIN the cluster maybe blank or show "Application Unavailable"

Customer might see an "Android Auto Could Not Connect" message even though there is no concern

The trailering app may show the wrong make of truck

When pressing the OK button on the "Focus your attention on driving" screen the screen may come back up

When switch from an AM favorite to the SXM Welcome screen the favorite may stay highlighted

When turning the vehicle off and opening the door there could be a Bluetooth disconnected screen that comes up with the "Cancel" option truncated

If the "Back" button is pressed twice in a row it might not take you back to the expected page

SXM favorites greyed out and unavailable

Vehicle might report an unknown fuel type

E-Ray while using electric power might not be updating the dyno pages

Not all DAB Announcements Categories are available

After switching Users or doing an ignition cycle the Previous Trip data may reset

Bluetooth and Android Auto may not automatically connect

HUD might return to default pages after an ignition cycle

"Hummer Improving text layout when switching from Terrain to Offroad drive mode"

Stability improvement

While setting up trailer tire pressure sensors the wrong screen might show

Wi-Fi icon may be greyed out

When changing the language to Arabic the back button did not change

Changing the Startup or Shutdown volume is inconsistent

During an OTA the radio could continue to retry causing a battery drain

When switching to the Driver profile the Android Auto may disconnect

When saving an SXM favorite there may not be a short title

SXM may not show metadata

Norse translation for "Cut/Copy/Paste"

During an OTA the "Install" button may have to be pressed twice

If the customer cancels out of an OTA, the system might not go back to the expected screen

"Hummer Translation update for preconditioning screen"

"Hummer Offroad app may crash"

"Hummer When going into the Pitch and Roll page the screen might go black"

No SXM audio

"Hummer The OnStar Emergency calling screen may not show during certain emergency events"

"E-Ray The value shown on the dyno slider might not match the data in the graphs"

While using Alexa during the quick tour the right side of the screen may show "speaking"

When the data plan expires for the customer, there is no notice when trying to use Alexa

When the trailer tire temperature is high the trailer tire pressure screen on the cluster will flash frequently

When trying to use Google Voice Typing the screen may go back to the previous page

Improving scroll bar graphics in OTA screen

Alexa may not work for playing Spotify music

The customer was able to start using Alexa while in an OnStar call

When trying to add or remove Teen Driver keys the app may crash

CarPlay may get stuck on the incoming call screen

While in CarPlay if you try to use Google Assistant to switch to SXM the screen may go black

When the BCM loses connection with the trailer tire pressure sensors the values for the tires show as dashes

Translation and non NA fixes

Not all DAB Announcements Categories are available

When changing the language to Arabic the back button did not change

Norse translation for Cut/Copy/Paste"

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.
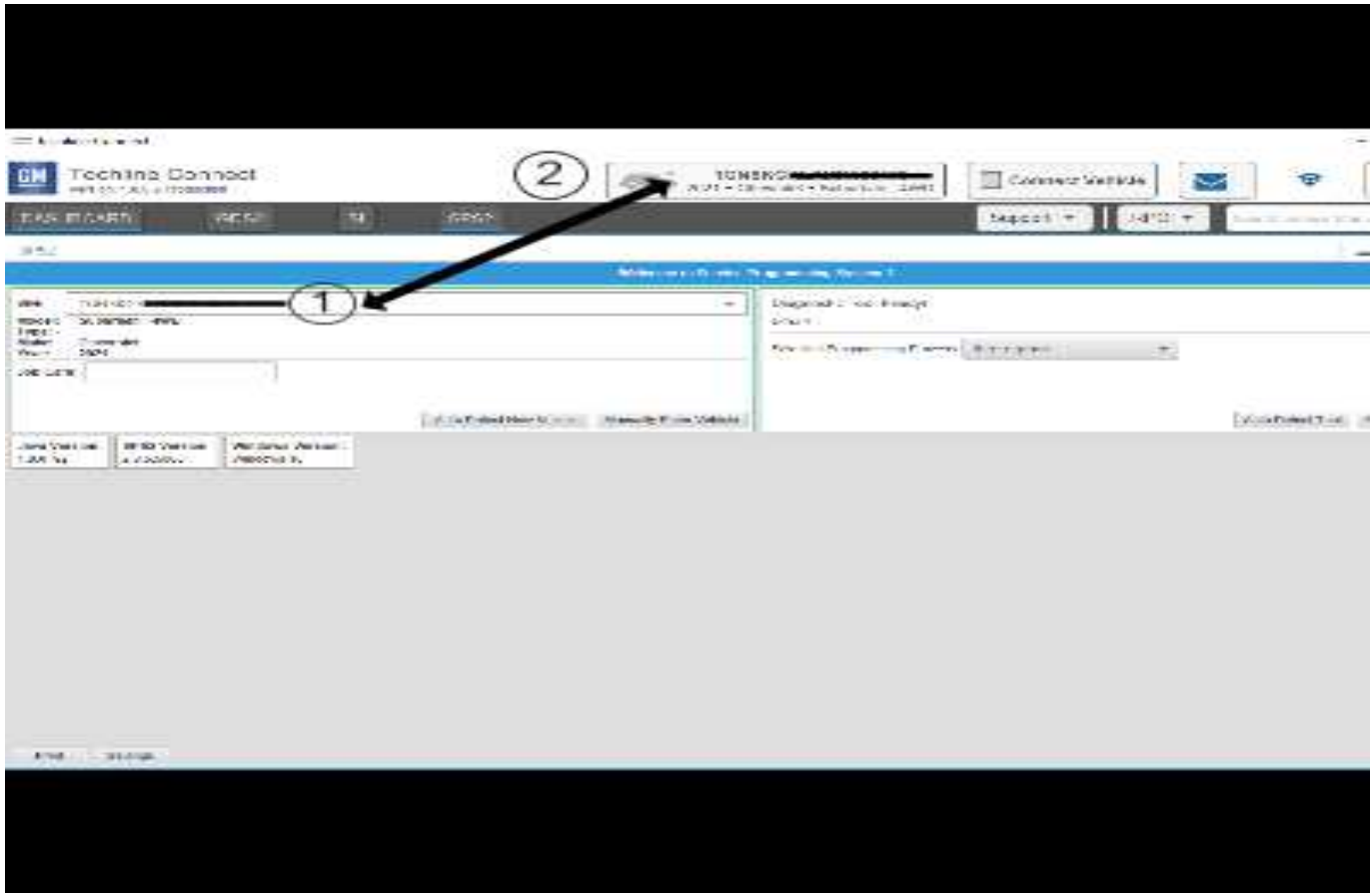
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

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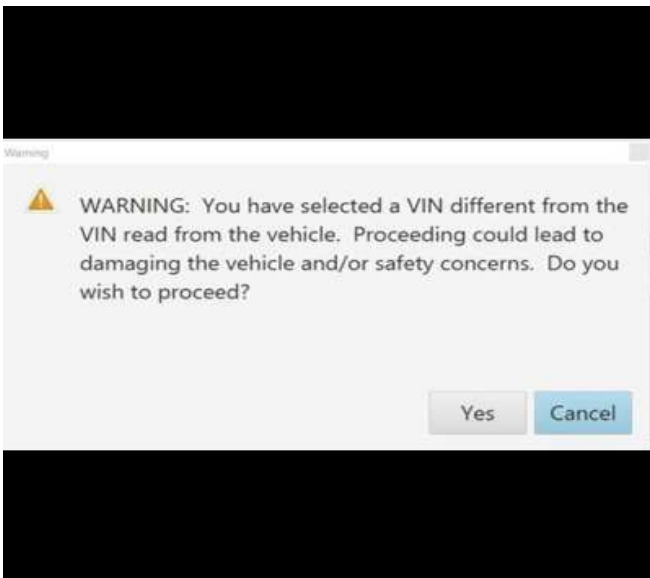
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in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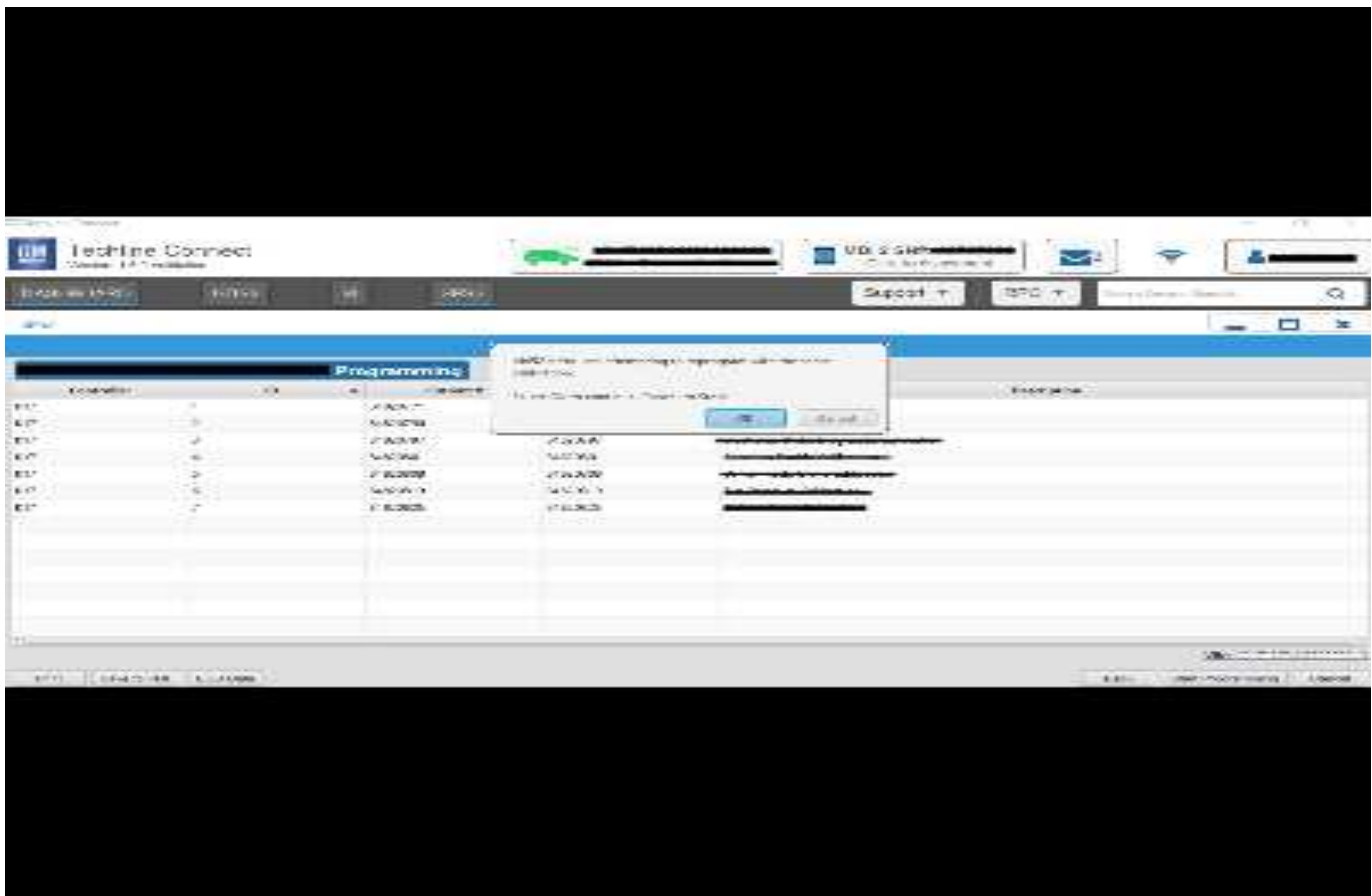

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Important: If the vehicle VIN DOES NOT match, the message below will be shown

WARNING: You have selected a VIN different from the VIN read from the vehicle. Proceeding could lead to damaging the vehicle and/or safety concerns. Do you wish to proceed?

Yes   Cancel

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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 Y169 or greater, this bulletin does not apply.
   - If the build number is less than Y169, 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*.
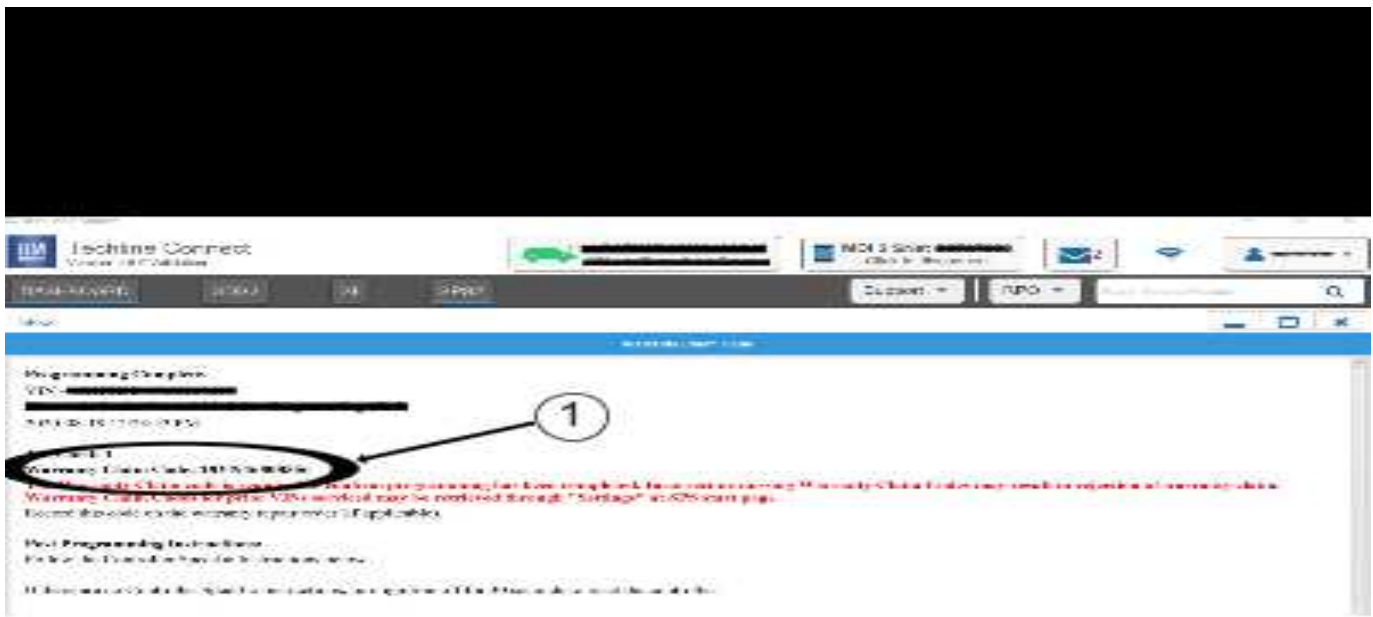
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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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
*2889728	Update Radio Software to Y169 Multiple Updates	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:
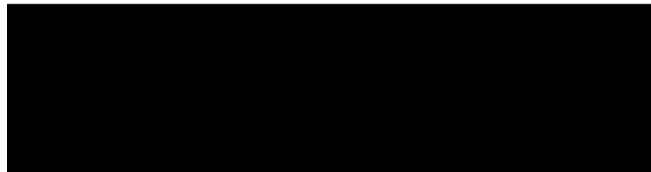
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- The Warranty Claim Code must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" 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
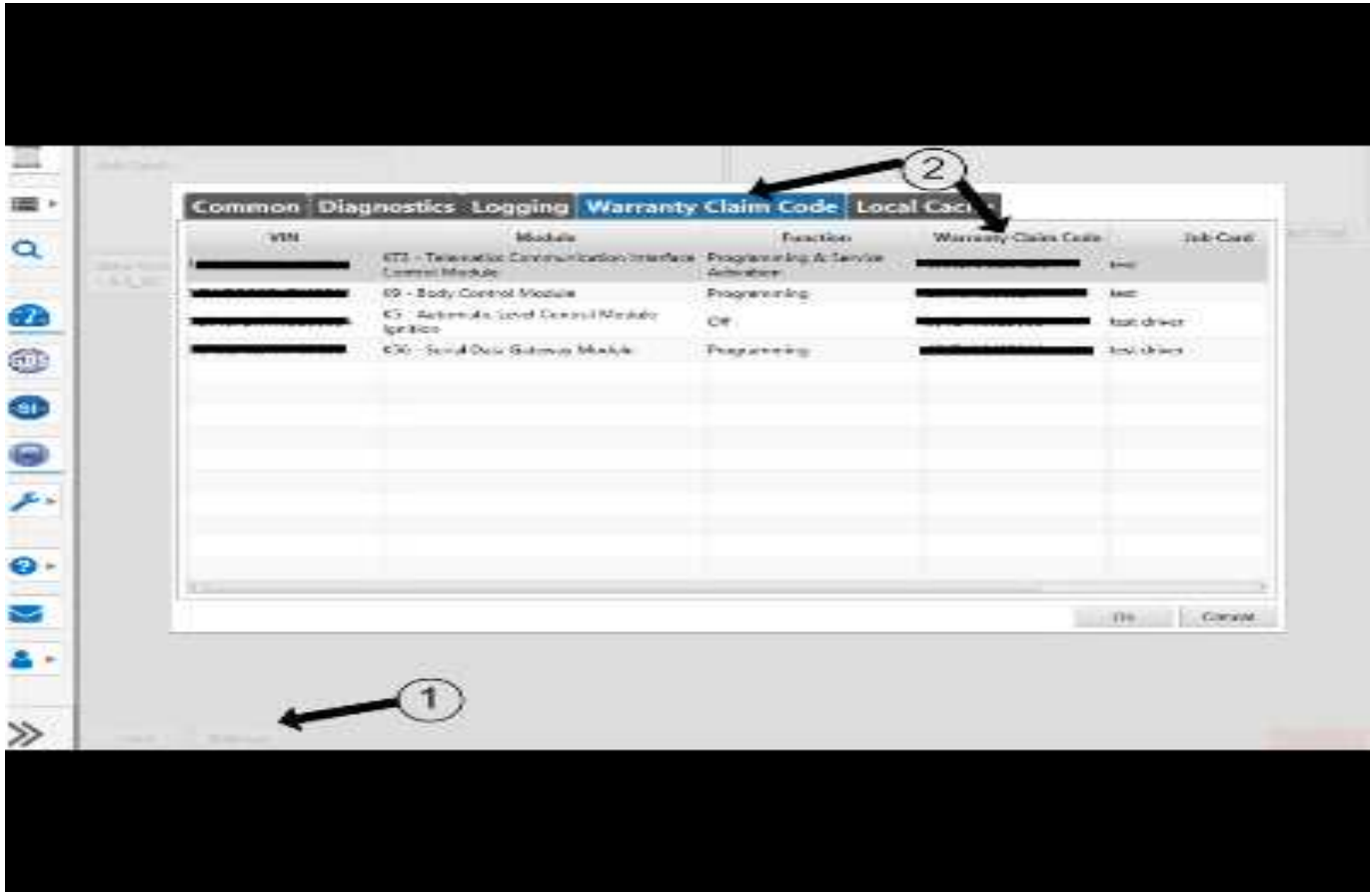
6125774

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	2
Modified	Released August 17, 2023
	Revised September 25, 2023 – Added the 2023 Model Year and 2022 Silverado and Sierra Models.