



Service Bulletin

Bulletin No.: 22-NA-058

Date: November, 2023

TECHNICAL

Subject: Radio Software Version W162 – Multiple Updates

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Suburban Tahoe	2022	2022				
GMC	Yukon Yukon XL	2022	2022				

Involved Region or Country	North America, Uzbekistan, Russia, Middle East, Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Peru (West), Cadillac Korea (South Korea), Thailand (ASEAN)
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 W163, was released to service for vehicles equipped with Infotainment system RPO IOK. Refer to bulletin 22-NA-118 .

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.

W162 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:

- SXM Presets (favorites) deleted after adding a new one.
- SXM shows "Loading Audio" after ignition on and then shows "Channel Not Available".
- SXM shows Channel Not available after Google Assistant Command
- Trailing app stuck in loading screen after ignition cycle
- No channel number/metadata shown and control buttons shown as inactive on SXM now playing screen

Version	2
Modified	Released March 17, 2022 Revised November 09, 2023 – Added latest software reference and removed Service Procedure and Warranty Information.

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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