



Service Bulletin

Bulletin No.: 22-NA-118

Date: November, 2023

TECHNICAL

Subject: Radio Software Version W163 – Multiple Updates

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)						
	Suburban						
	Tahoe						
GMC	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)						
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)						
	Yukon						
	Yukon XL						

Involved Region or Country	North America, 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)	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 W164, was released to service for vehicles equipped with Infotainment system RPO IOK. Refer to bulletin 22-NA-142 .

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.

W163 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:

- Trailer Camera view stuck on rear – (only seen in Trailer App)
- Soft mute when changing SXM category
- Screen Flicker Improvements
 - Intermittent image flicker with the center display in day or night mode.
 - Model Year 2022 [T1 LD only] Changing between Day and Night modes causes audio card to flash. Not seen with clock card.
 - SM flicker after starting light test within trailering then placing system to drive.

- SiriusXM play/pause button is not in sync with actual audio after mute and key cycle
- Enable Wi-Fi Hotspot via myBrand mobile app not working

Version	3
Modified	Released June 07, 2022 Revised July 13, 2022 – Corrected truck models, added Caution statement to Correction Section, updated radio software version numbers under Step One of Service Procedure Revised November 09, 2023 – Added reference to latest software and removed Service Procedure and Warranty Information.

