



Service Bulletin

Bulletin No.: 23-NA-118

Date: December, 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 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)						
	Silverado 1500	2023	2023				
	Silverado 2500HD/3500HD	2024	2024				
	Suburban	2022	2023				
	Tahoe						
GMC	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)						
	Sierra 1500	2023	2023				
	Sierra 2500HD/3500HD	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
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 Y169, was released to service for vehicles equipped with Infotainment system RPO IOK being brought into the service department. Refer to bulletin 23-NA-143 for version Y169.</p> <p>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>

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.

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 trairling 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 customers 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.

Version	4
Modified	Released July 20, 2023 Revised August 04, 2023 – Added 2022–2023 Silverado 1500, Suburban, Tahoe, Sierra 1500, Yukon, and Yukon XL Revised September 25, 2023 – Added bulletin referral to Correction Section, Removed Service Procedure and Warranty Information. Revised December 20, 2023 - Removed Australia/ New Zealand from Involved Regions or Country Section.

