

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
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 Y171 bulletin 23-NA-183 , 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.

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.

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"

Ver- sion	4
Modi- fied	Released August 17, 2023 Revised September 25, 2023 – Added the 2023 Model Year and 2022 Silverado and Sierra Models. Revised November 13, 2023 – Added reference to newer software and removed Service Procedure and Warranty Information. Revised December 20, 2023 - Removed Australia/New Zealand from Involved Regions or Country Section.