Service Bulletin

INFORMATION

Subject: **Radio Education — RPO IOK Google Built-in Radio**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Brightdrop	600 eLCV	2022	2022				
	Zevo 400	2024	2024				
	Zevo 600	2023	2024				
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)	2022	2022				
	Silverado 1500	2023	2023				
	Silverado 2500HD/ 3500HD	2024	2024				
	Suburban	2022	2023				
	Tahoe						
GMC	Hummer EV	2022	2023				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)	2022	2022				
	Sierra 1500	2023	2023				
	Sierra 2500HD/ 3500HD	2024	2024				
	Yukon Yukon XL	2022	2023				

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)
Additional Options (RPOs)	Equipped with Radio RPO IOK
Information	Some features of the system require a service plan or trial. This includes Google Assistant, Google Maps and apps on Google Play. In order to use apps in vehicle, you must be signed into your Google account and have the paid service plan with in-vehicle data.

Your GM Account is different from your Google Account. Each account enables different functionalities within the vehicle.

Always use a trusted, damage free OEM phone USB cable. |

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.

Important: This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

Contents

Signing In:
Setup Wizard

1. This is set up to walk the customer through personalizing the infotainment system (setting up user profile, Google account and pairing a Bluetooth phone). Any time you create a new profile, you will have the opportunity to use the setup wizard as well. The Setup Wizard can only be completed in PARK.

Guest vs User profile

1. Guest profile will reset any personalization each time the vehicle is turned on.

2. User profile will retain these settings. Up to 7 profiles plus the guest profile are able to be stored in the vehicle.

Security for User Profile

1. Select Vehicle settings, then select security (or tap on name in upper left and click manage profile) – this will allow you to select what type of security to use (pin, pw or pattern).
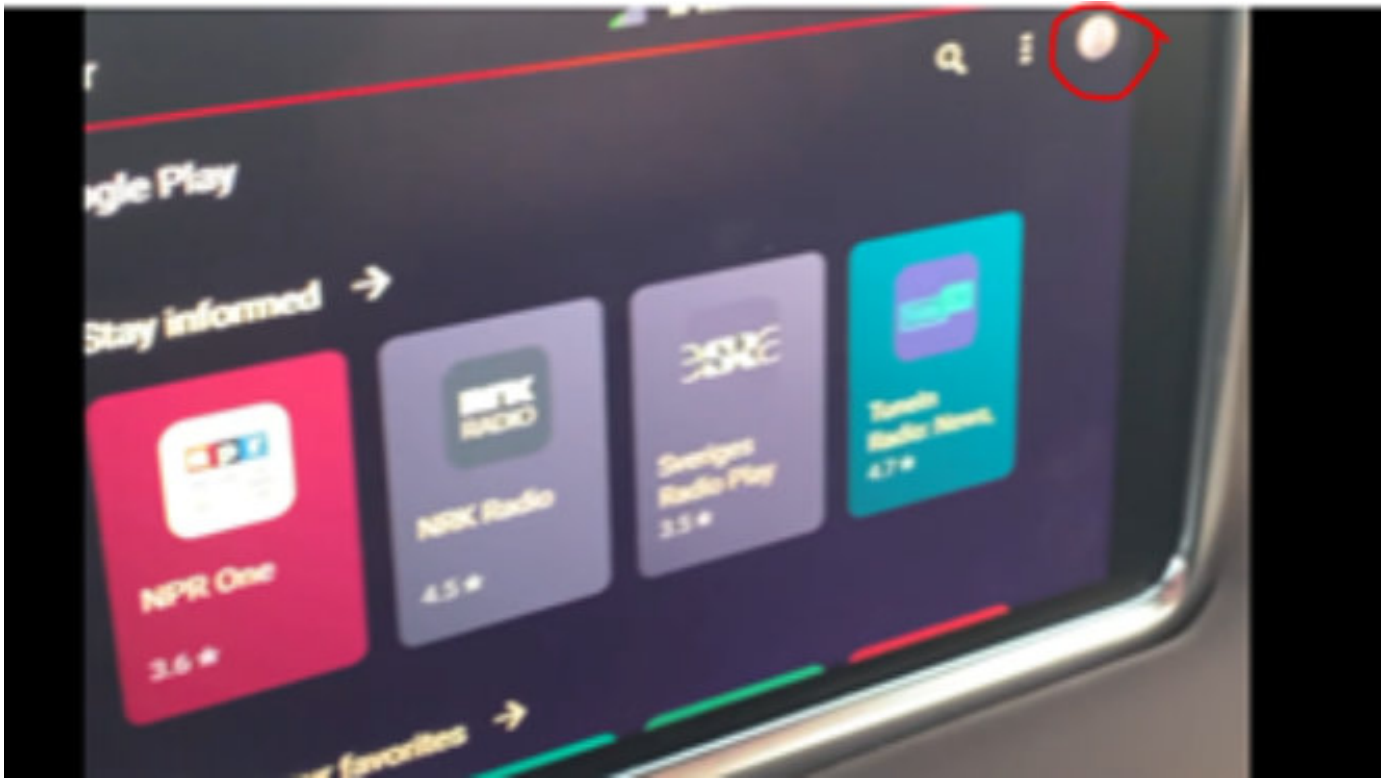
Google Play

The one stop shop for downloading apps designed for the vehicle (similar to apps found on your personal phone)

Some third-party apps (such as Spotify) do require a separate account and, in some cases, a paid subscription to access in vehicle.
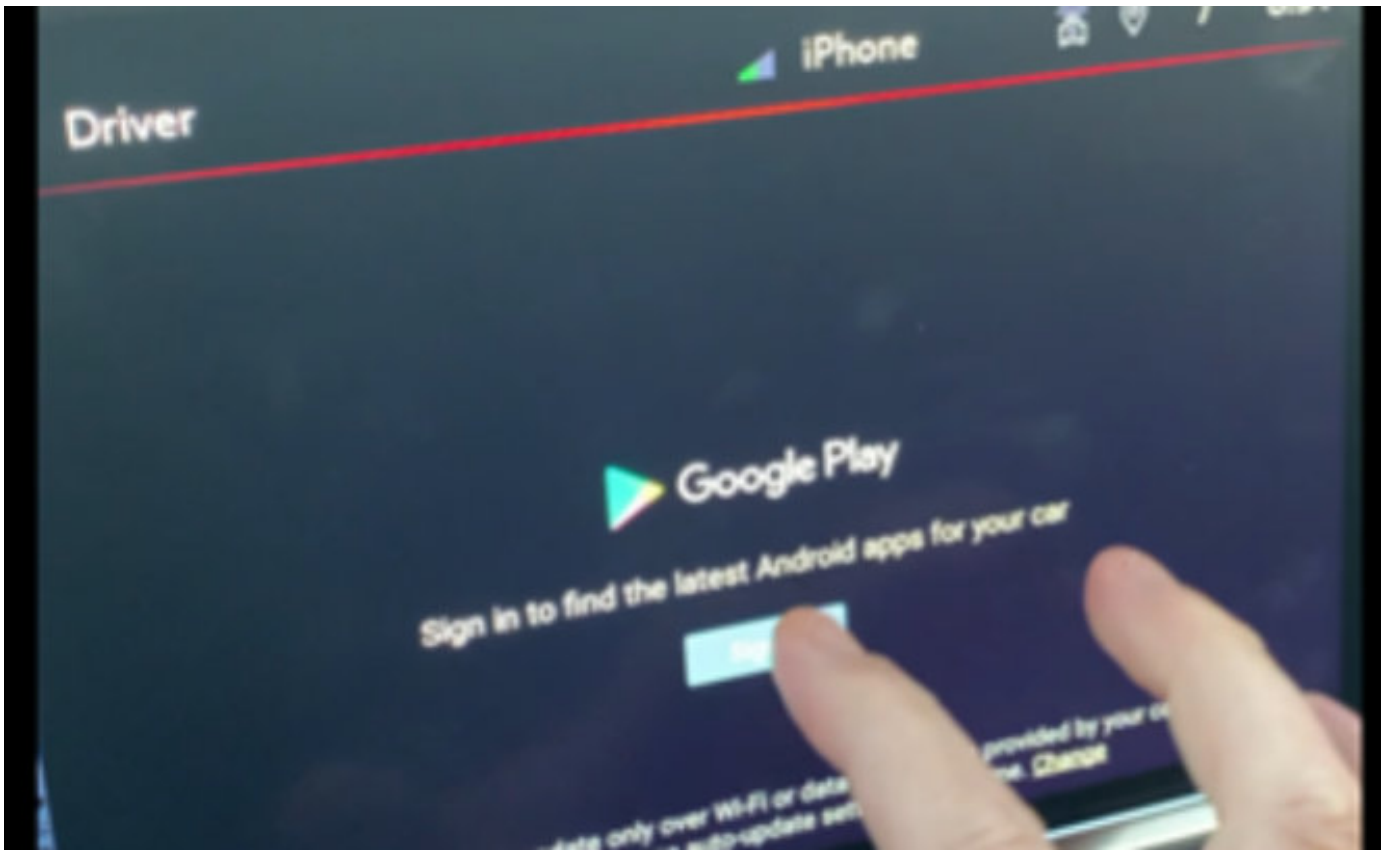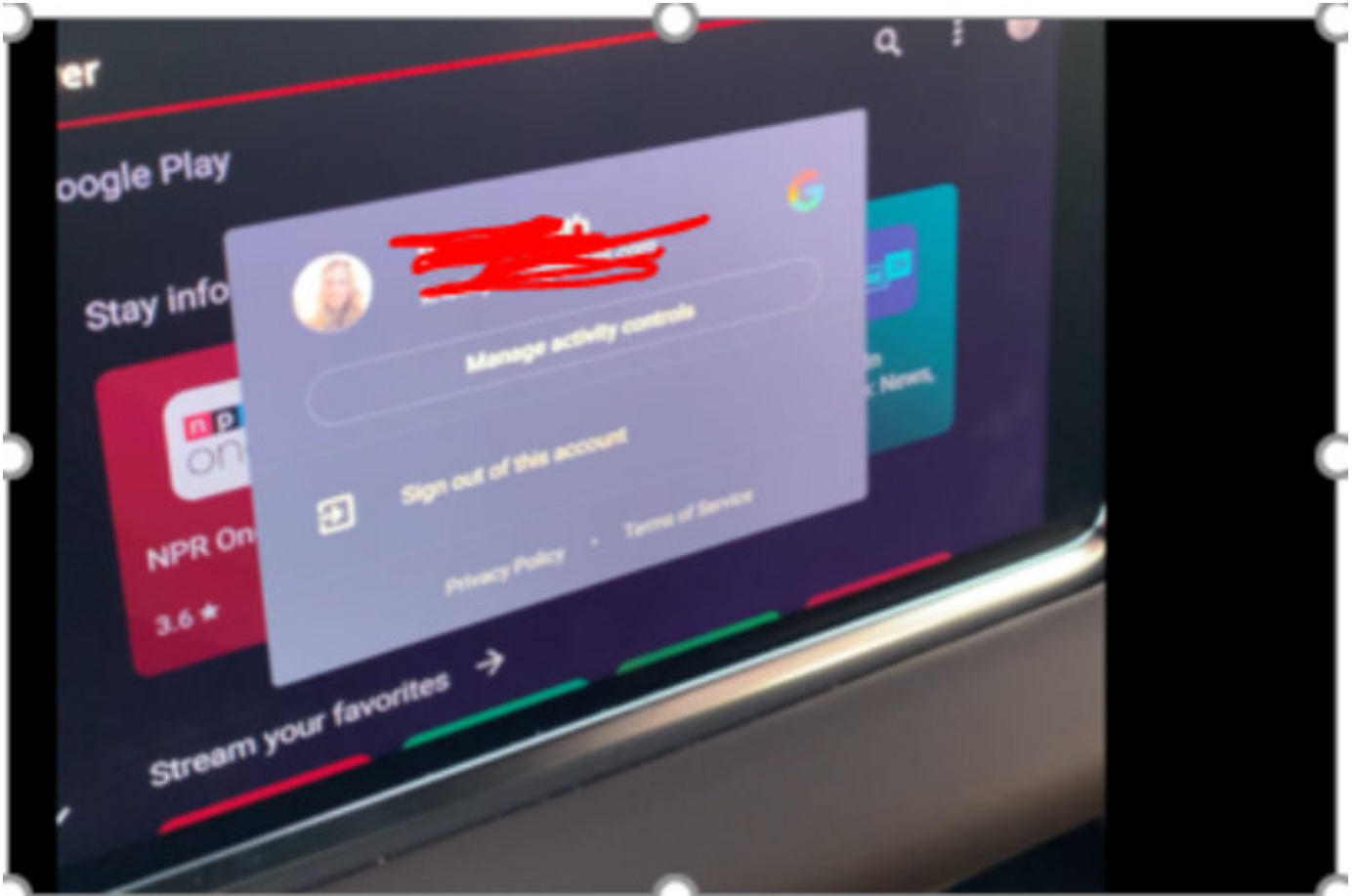
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1. Click the sign in button in Google Play and you are taken to a sign-in screen

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2. While in the Google Play app, after signing in, click
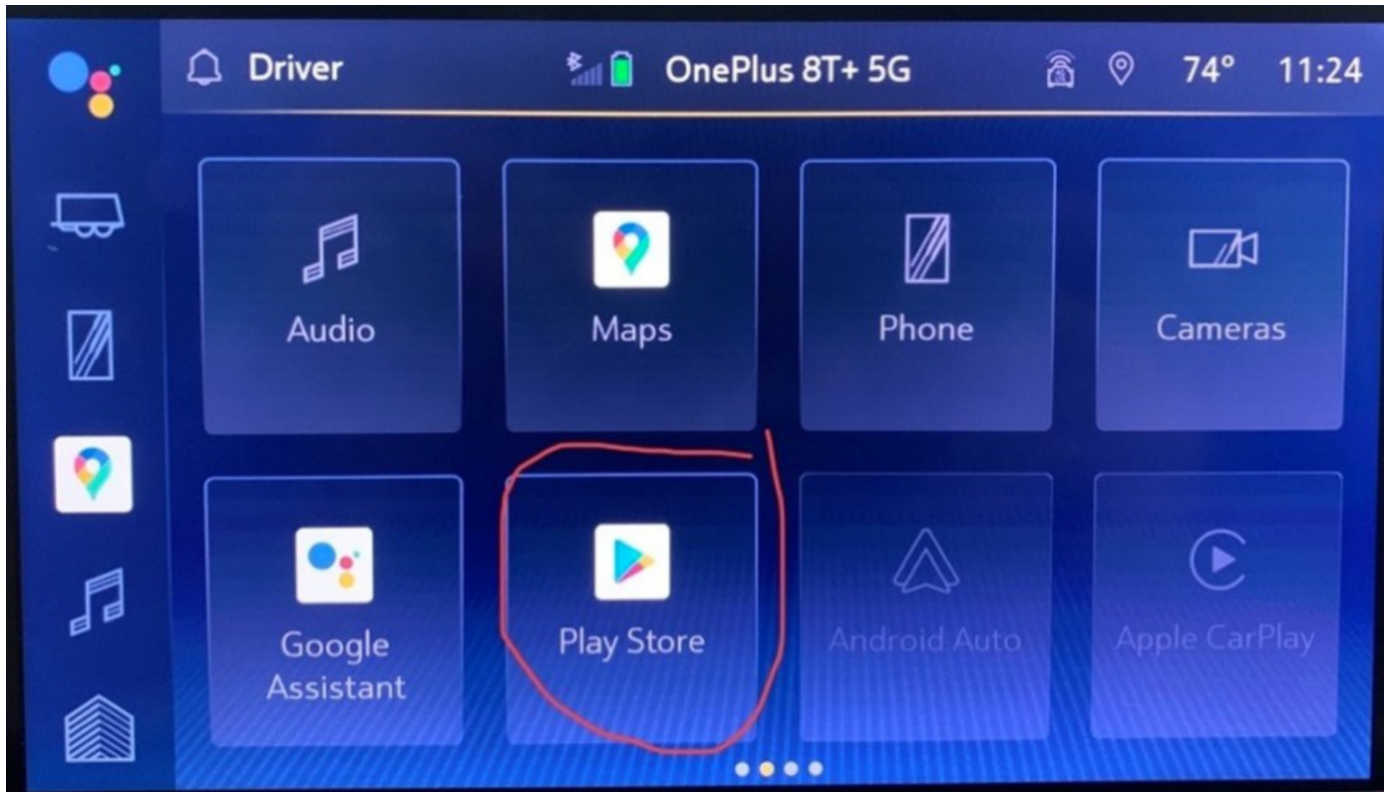   on the face icon to the right

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3. Then options to sign in and out and control Google activity

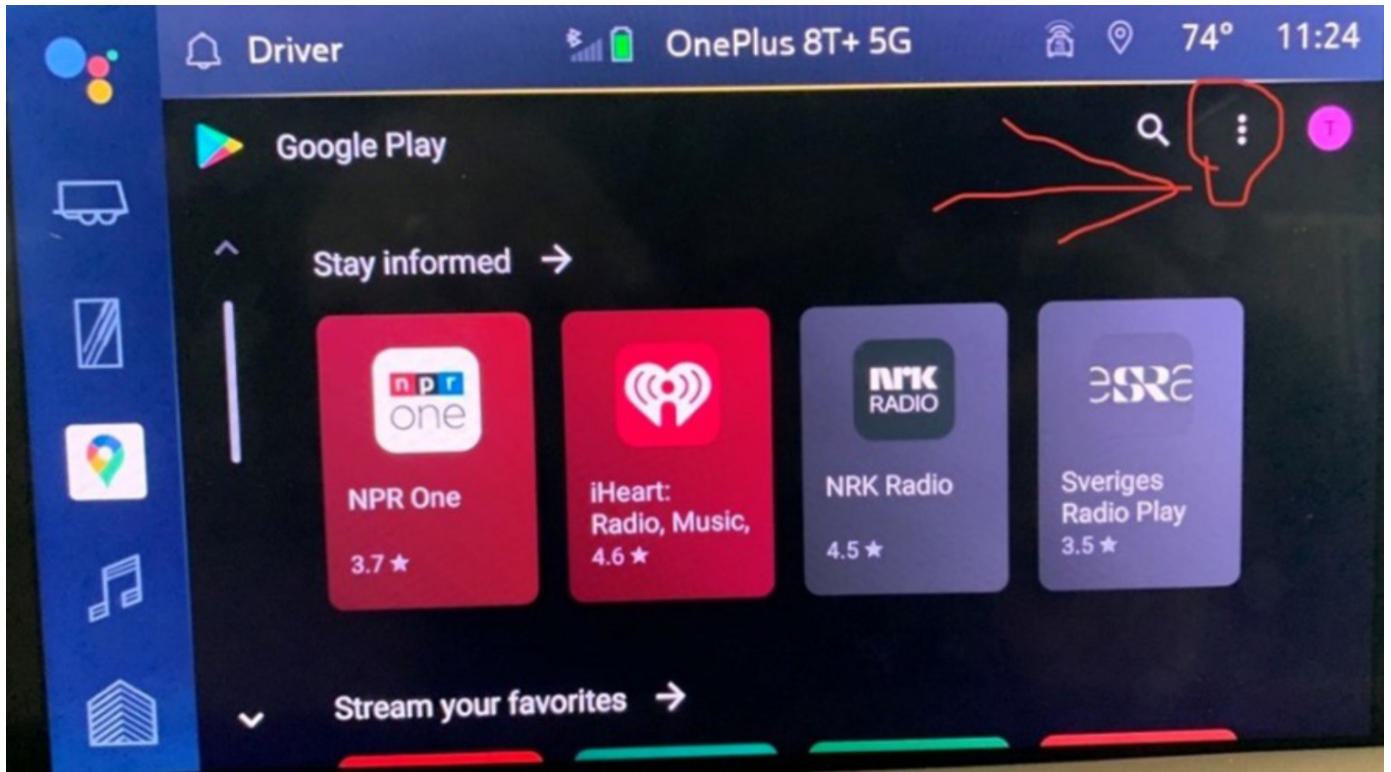**Setting up Auto Update in Google Play:**
Note: Vehicle will need to have radio SW version w161 & above.

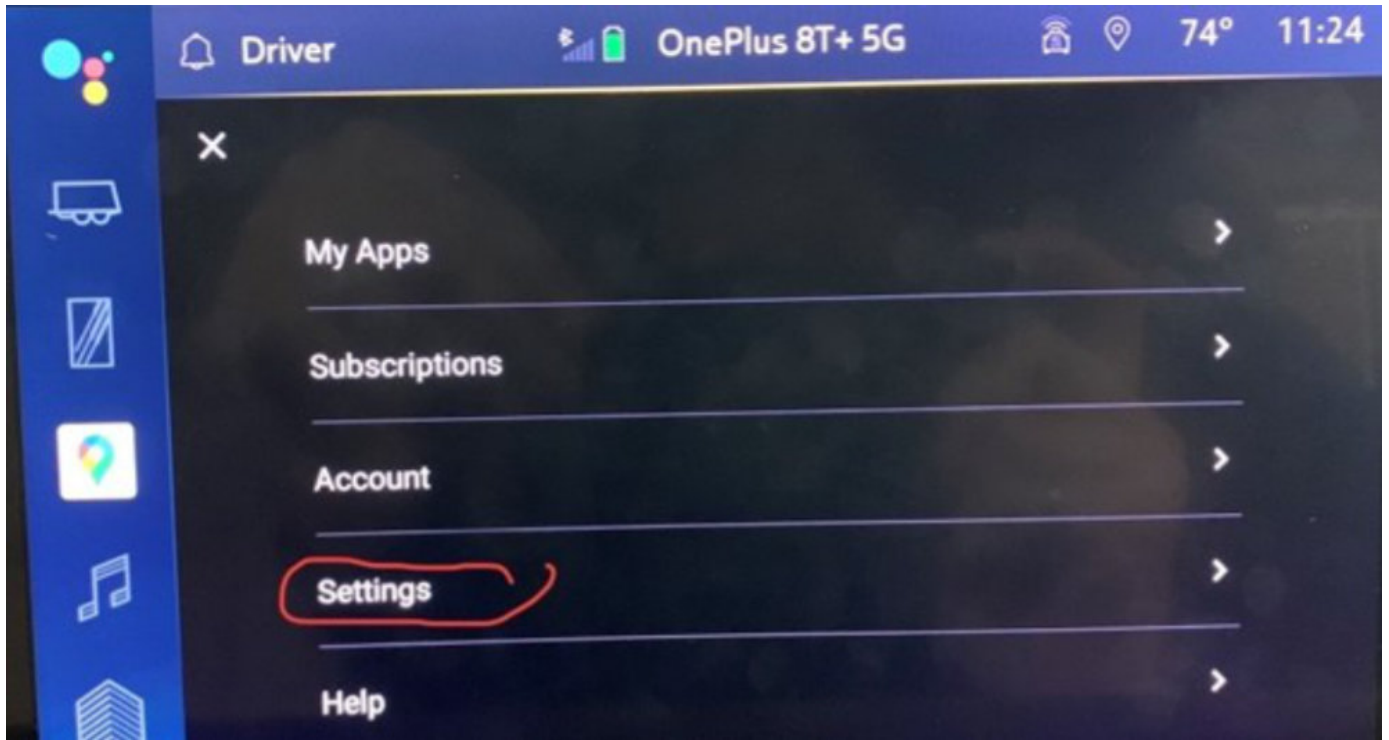Customers can enable Google auto updates by following the steps below.

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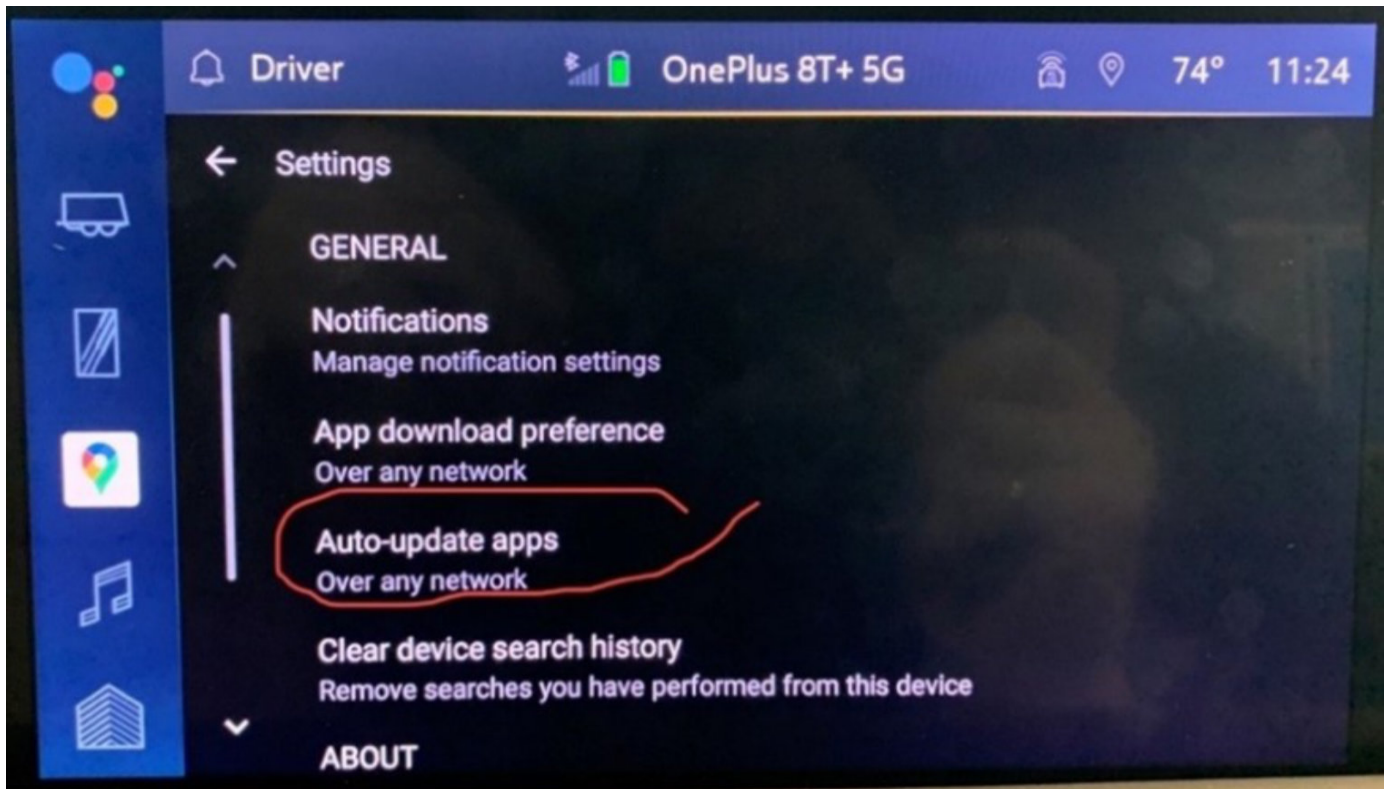
1. Go to Google Play Store

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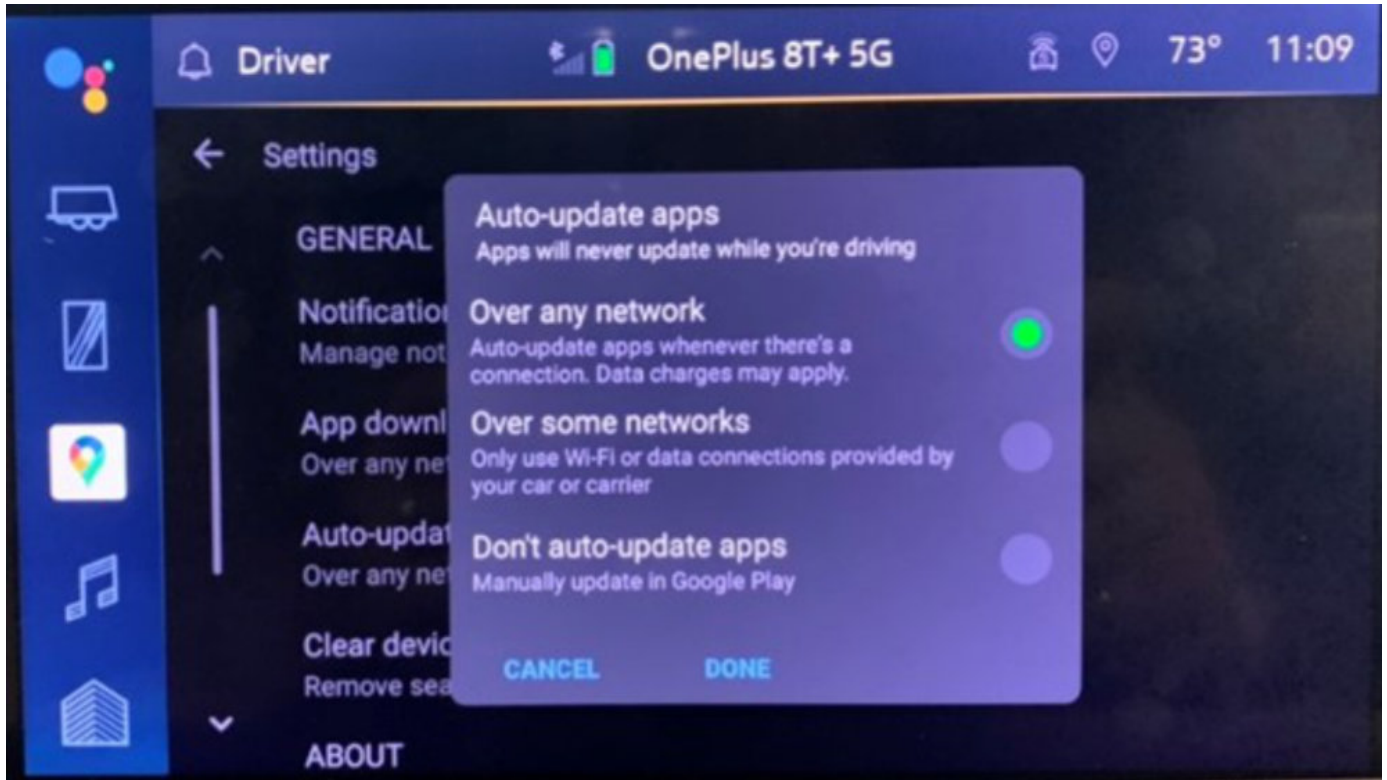2. Click on three dots at upper right corner

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3. Go to Settings.

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4. Click on Auto-Update apps.

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5. Click to use one of the three options. "Over any Network" is highly recommended for best results.

Checking for data plan:

1. A way to determine if a data plan is active is by using the steering wheel controls to give the vehicle a command.

2. Press the voice recognition button will bring up the Google Assistant.

3. If there is no data plan, the Google Assistant will not come up and directions on how to get a data plan will be given.

If a customer doesn't have a data plan:

1. Customers are still able to get maps, but no traffic data will display. Offline maps are only accessible if the customer has downloaded the offline map prior to not having data.

2. Some apps may not be available in the Google Play Store.

3. Google Maps will run in offline mode if Terms & Conditions are not signed.

4. Dashes for speed limit sign in cluster/HUD will be displayed if there is no active data plan or on wifi.
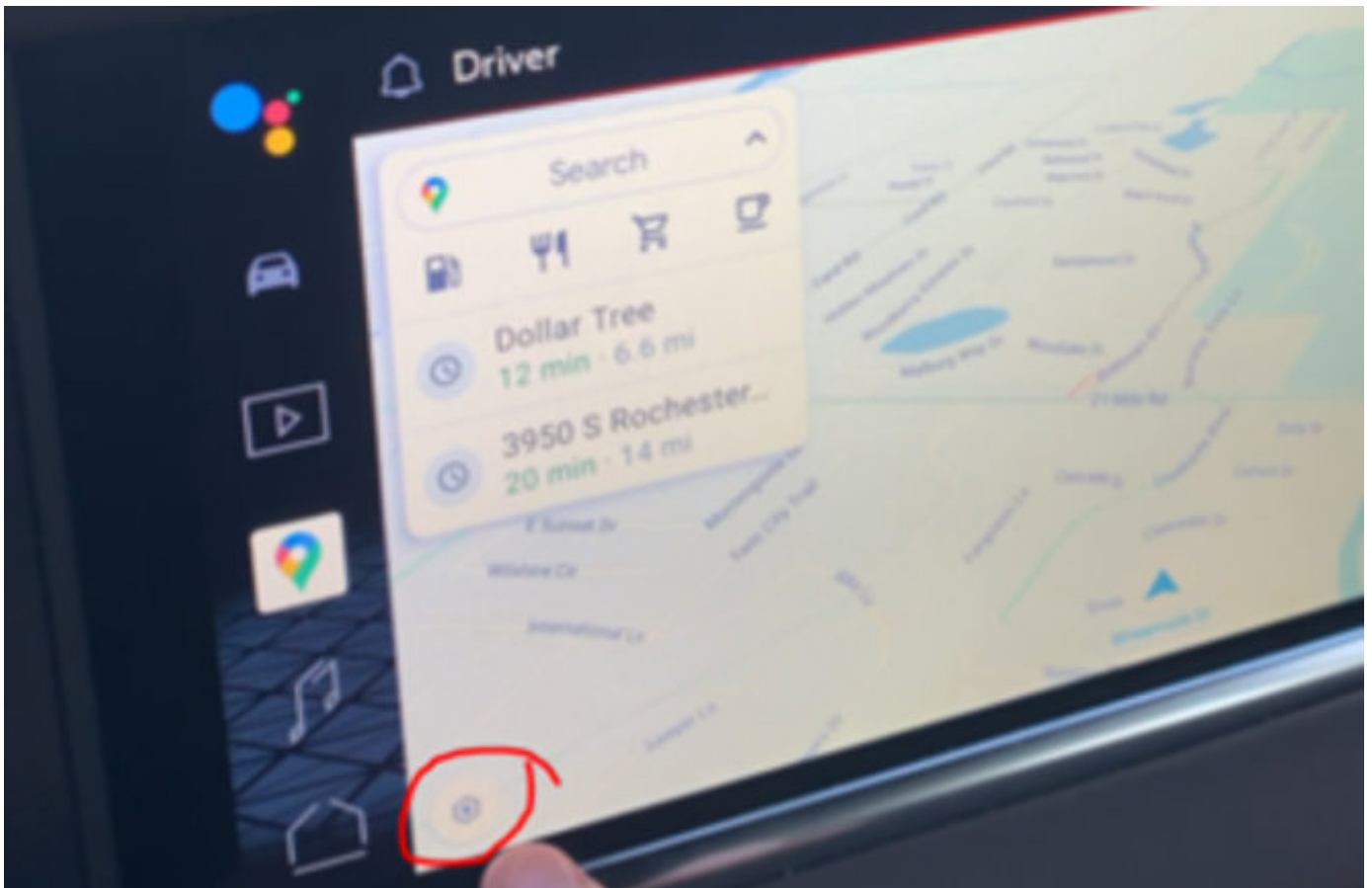
Downloading offline maps

(Offline maps is a convenient way to have your map available if in a connectivity dead zone area. **Google Maps downloads offline maps automatically for use when not connected to the Internet and for making map data available to vehicle features regardless of connectivity. These offline maps are only available when the vehicle has a subscription data plan. Offline maps expire in one year.**)
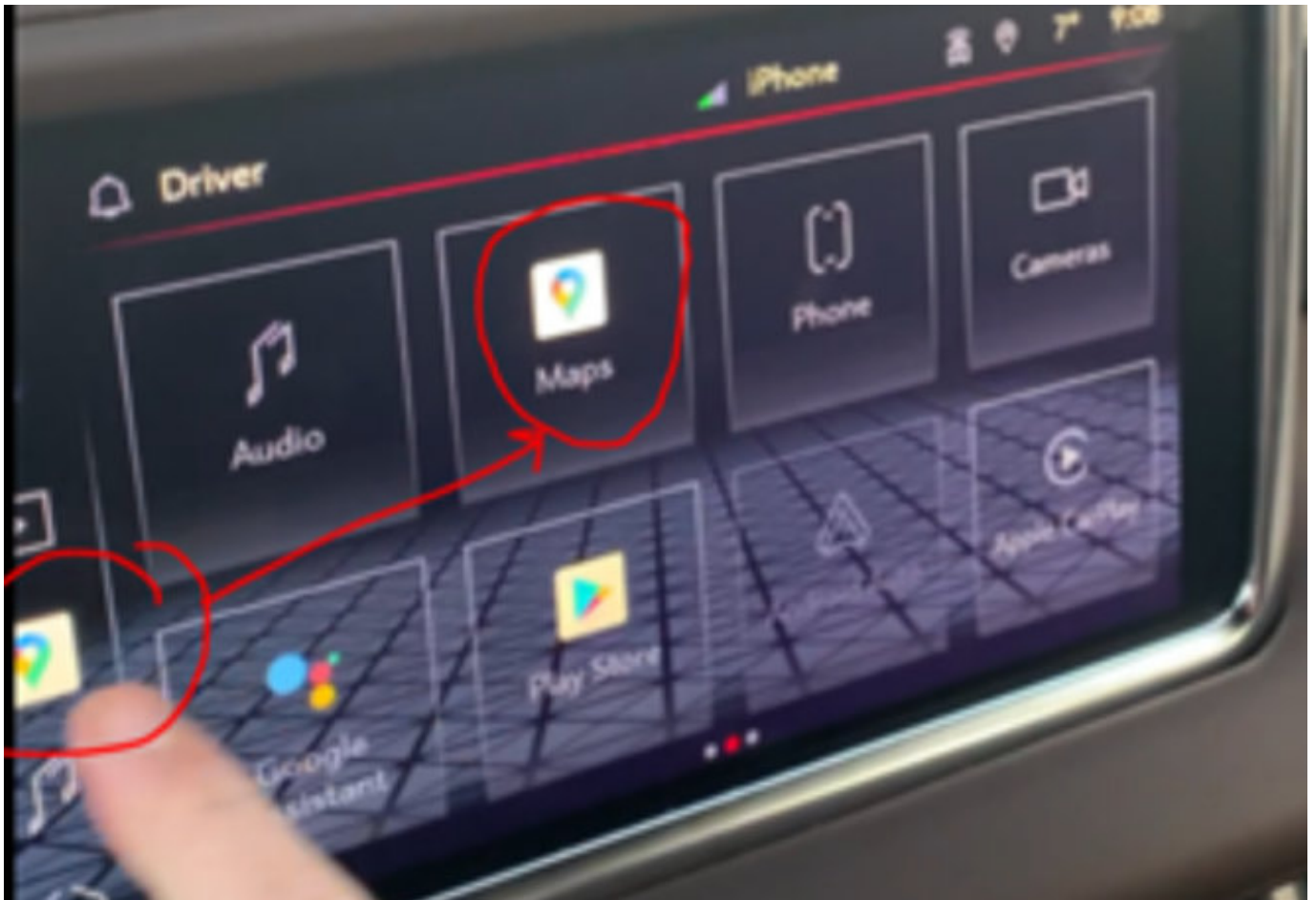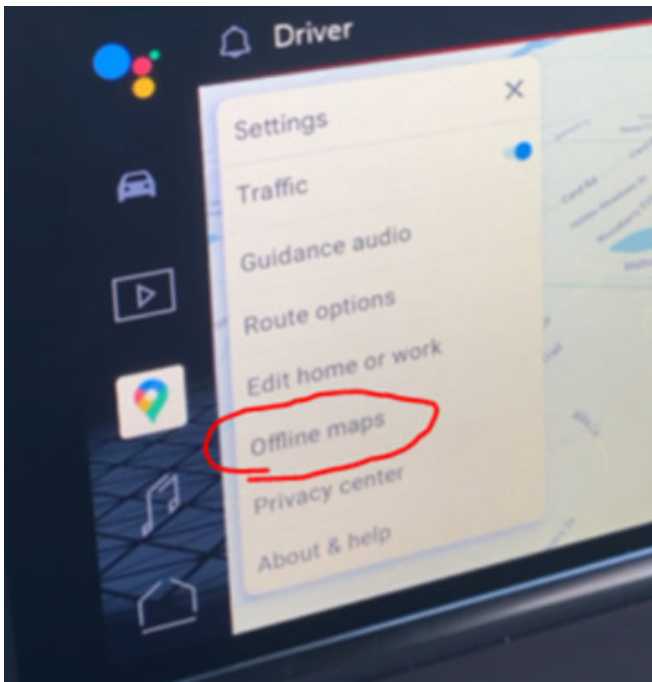
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1. Click maps

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2. Click settings button (the gear icon) at bottom of
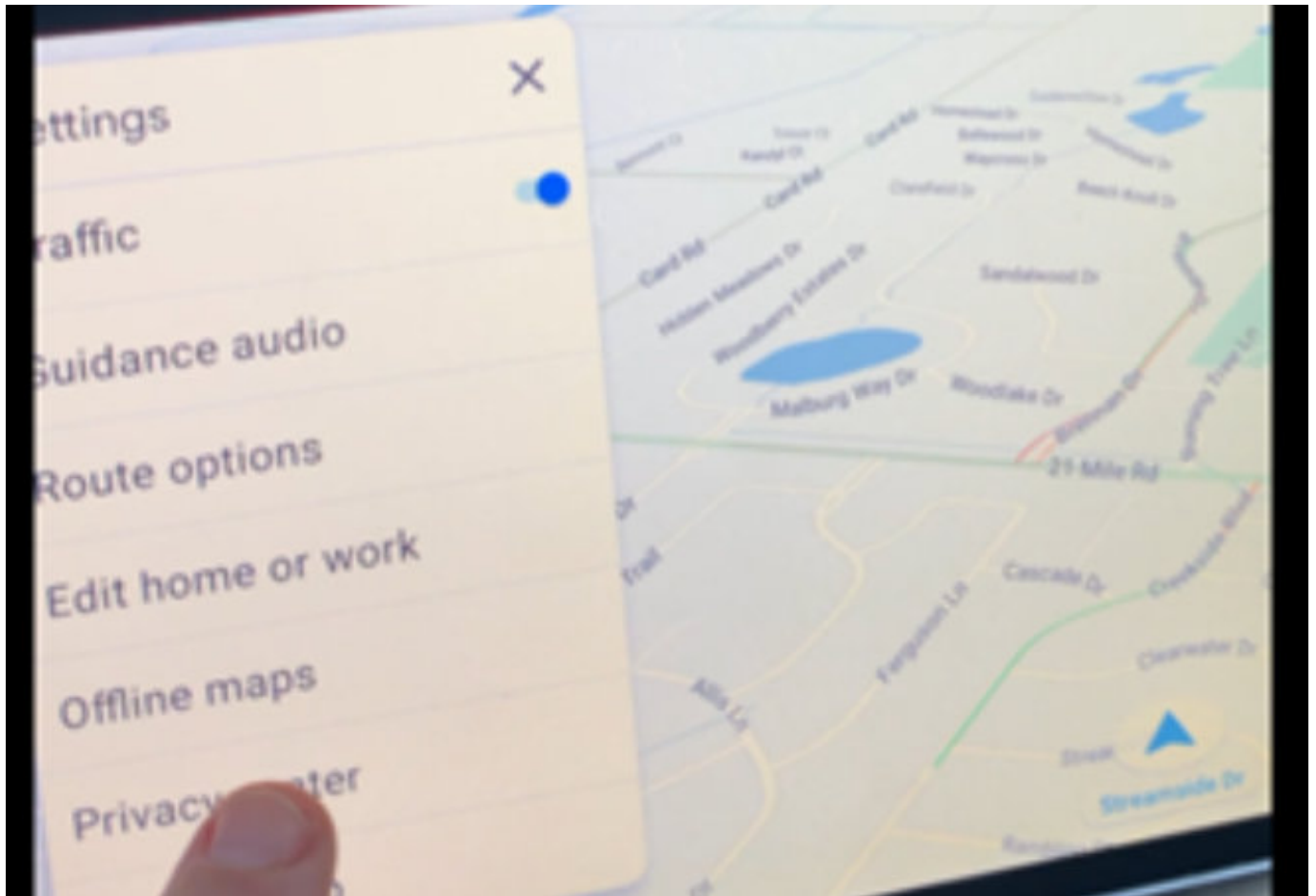   map screen

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3. Click Offline Maps

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4. Adjust the map to cover the desired area to download and click download

5. Auto-download will specifically download the offline map if connected to a specific network the customer is in. You can select your own map and
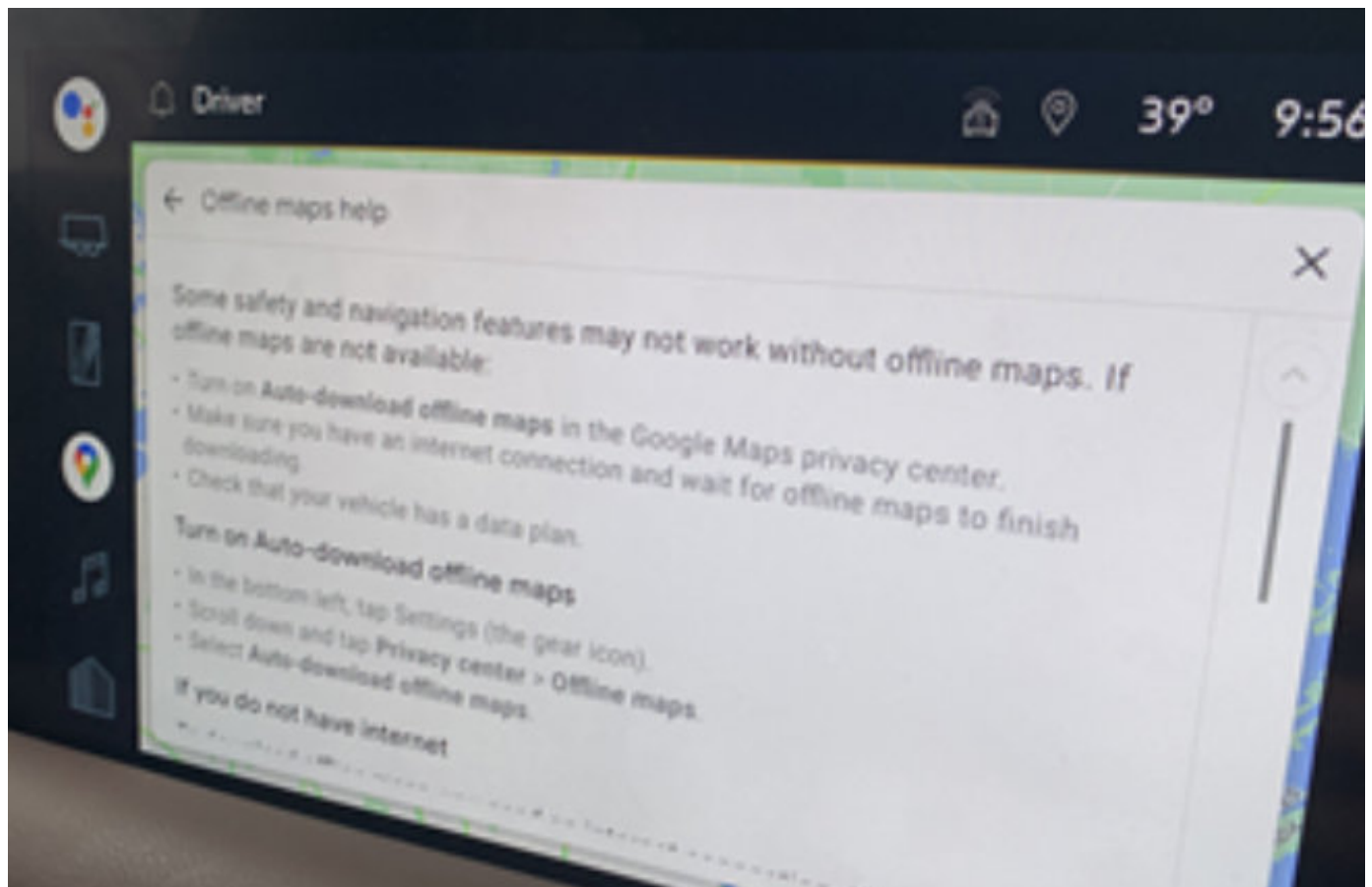
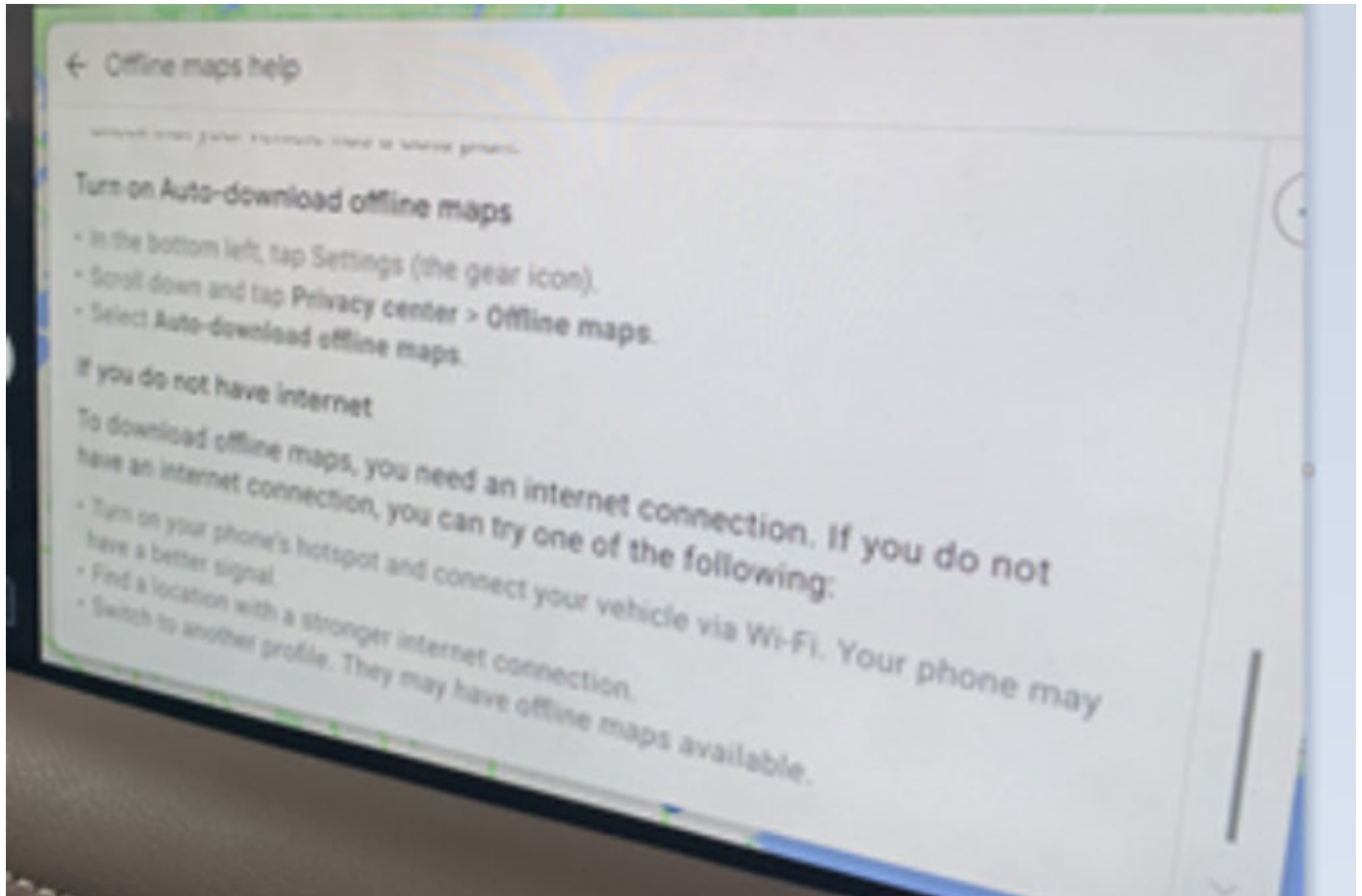download that area and will stay in your download area until space is gone.

Privacy Settings with Google Maps
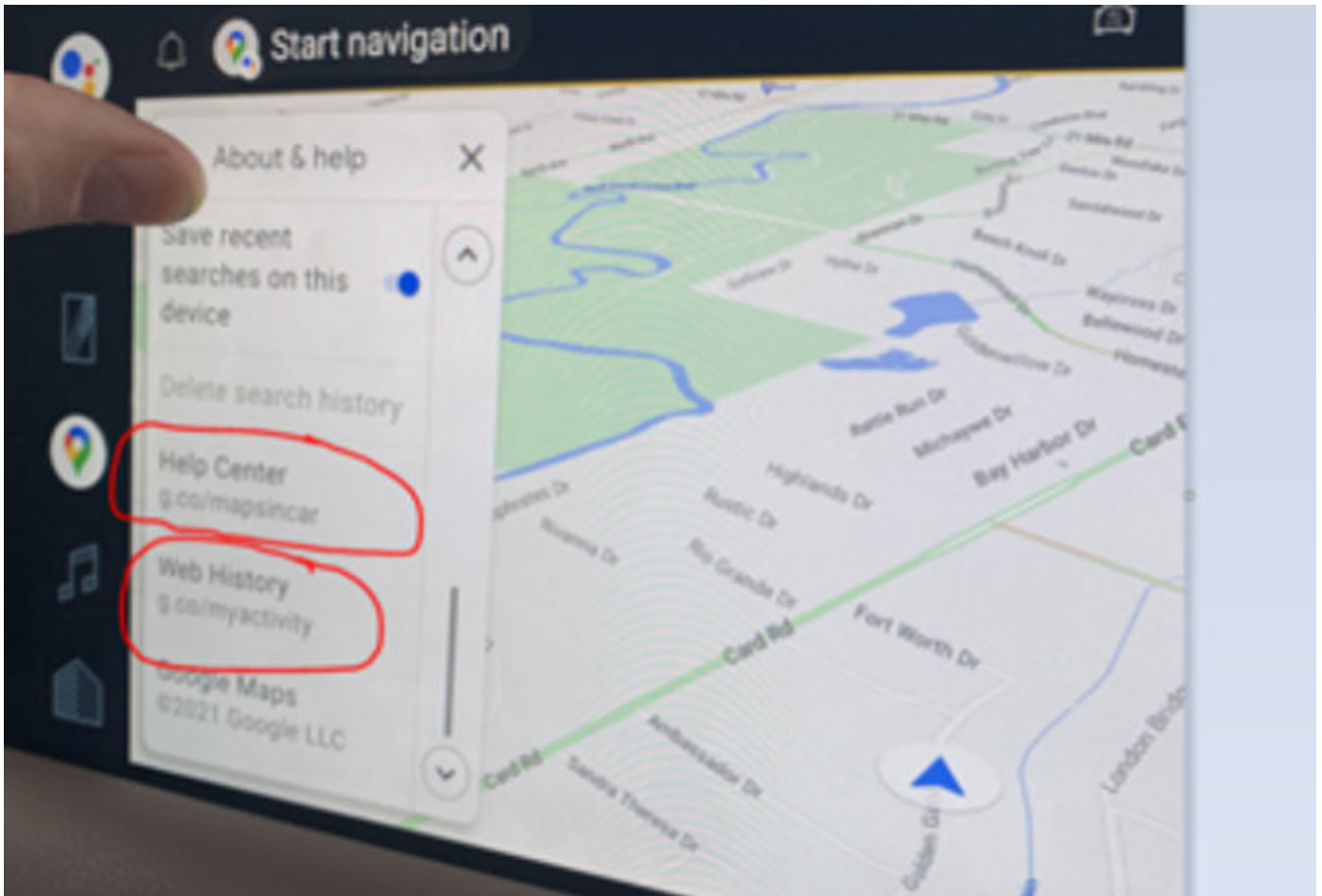

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1. While in the Settings of the maps, select Privacy Center

2. This allows you to select how you want to share driving data and the way you download offline maps (auto/manual).

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3. Screens above (offline maps help) will guide the customer through how to set up Auto-Download offline maps

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4. Any other help needed with maps, the customer can visit the websites below in the About & Help screen in the offline maps section:

Google Maps while Paired

Customer will need to disconnect Wi-Fi and Bluetooth on their phone, then utilize google maps from the phone.

1. **Pairing a phone**

   a. Go to phone app on home page and click "Manage Phones"

   b. Click the plus and follow the prompts on the screen and your phone.

   c. This may take up to 5+ minutes to connect and sync.

   d. Only allowed to pair one phone at a time.

2. **How to connect to Apple CarPlay**

   a. Apple CarPlay is available through Wi-Fi and Bluetooth or tethered (corded)
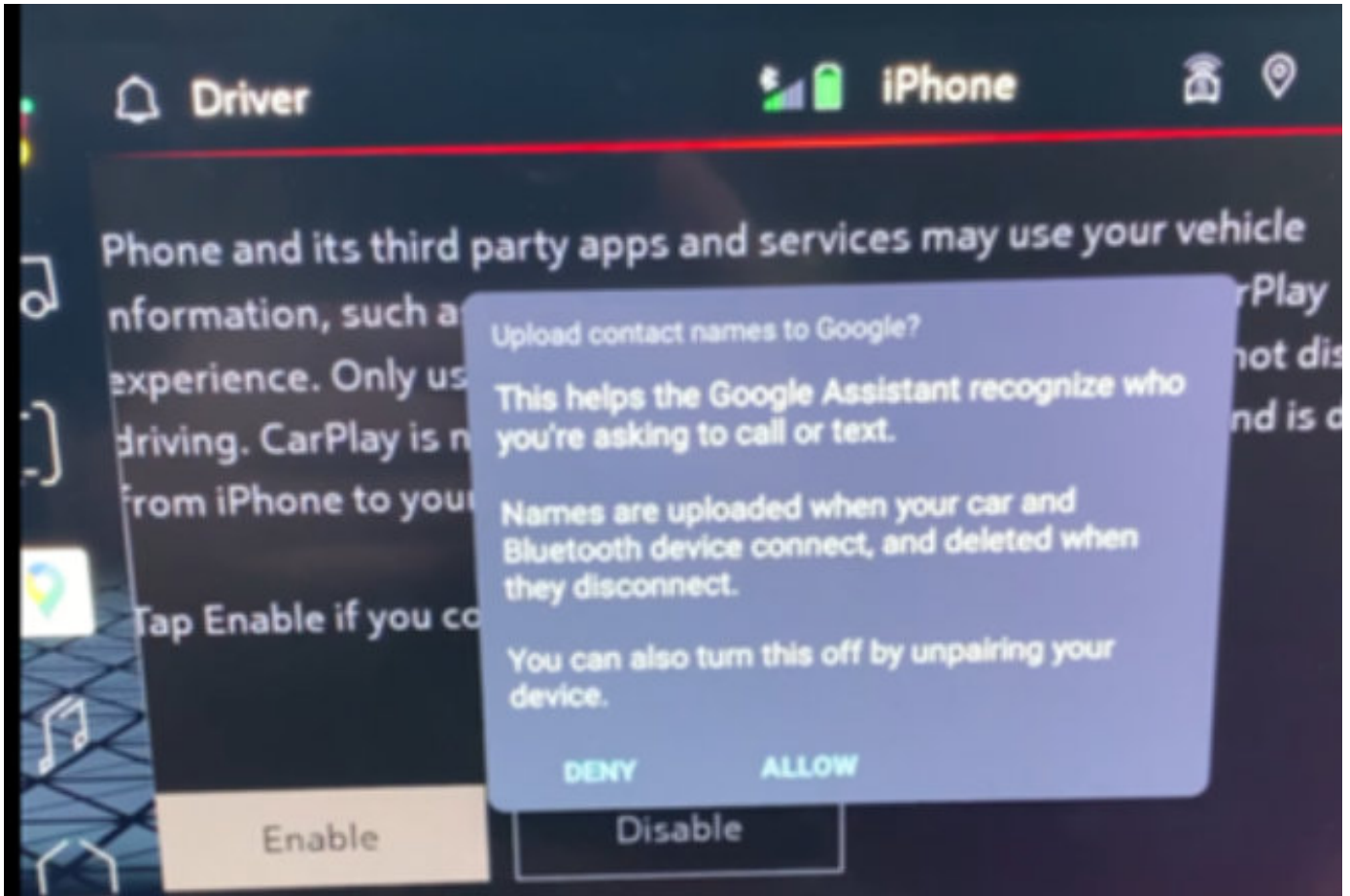
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b. Once phone is paired to vehicle, the notification below will pop up. Click Allow or Deny depending on your preference for your Google experience.

Terms of Use

iPhone and its third party apps and services may use your vehicle information, such as vehicle location to enhance the Apple CarPlay experience. Only use CarPlay when it is safe to do so and will not distra driving. CarPlay is not provided by the vehicle manufacturer, and is drive from iPhone to your vehicle.

Tap Enable if you consent to using Apple CarPlay.

Enable   Disable

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   c. Click Enable for CarPlay (if vehicle does not prompt for Apple CarPlay, customer can go to home screen and select Apple CarPlay on display)
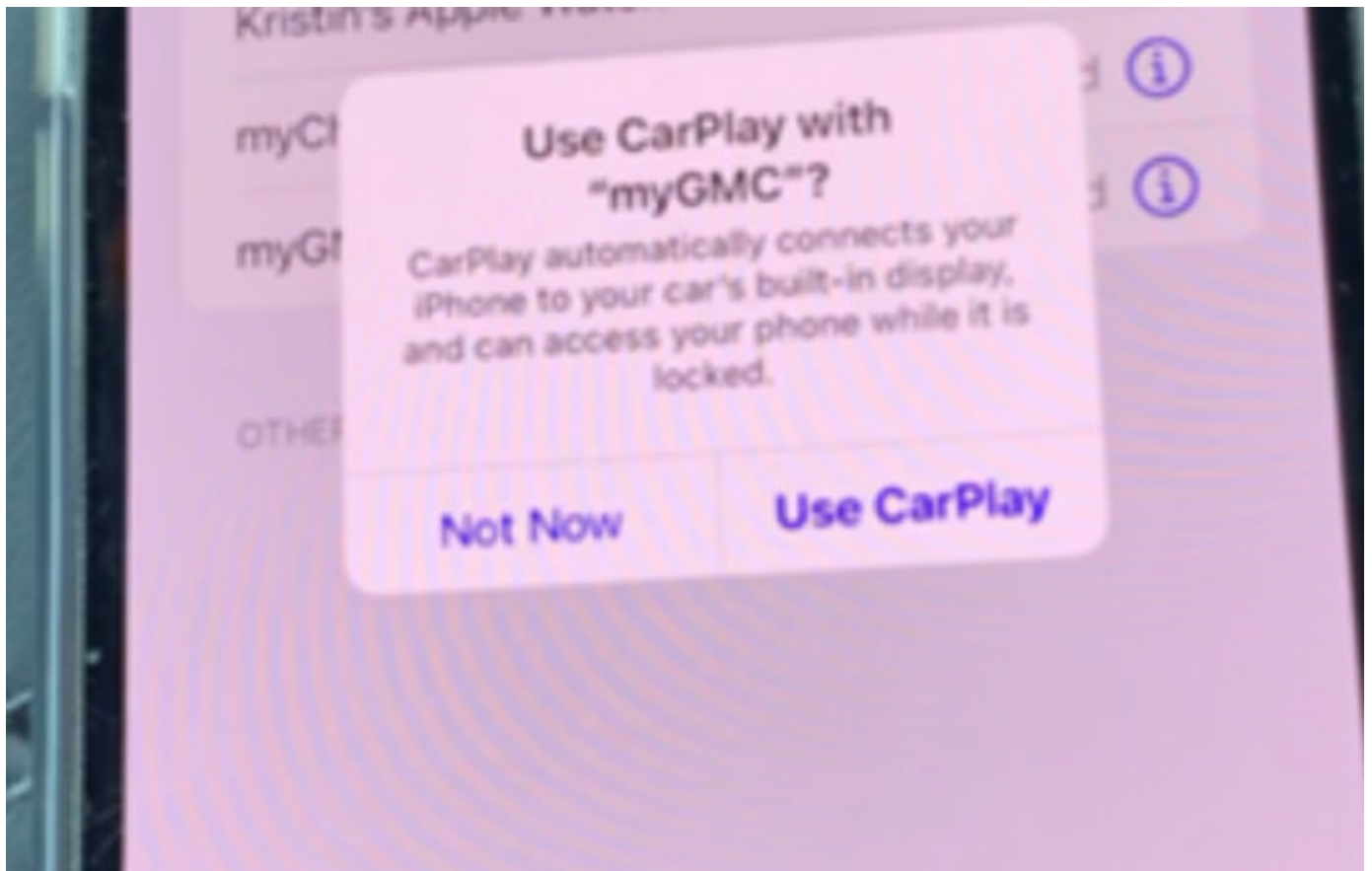
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d. If you accidentally click Not Now, you can go back onto the main infotainment screen and click CarPlay again

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   e. If phone was previously paired, and Apple CarPlay was not turned on via the steps above, the customer can go to the home page and select the Apple CarPlay app, then follow the prompts to connect

     CarPlay will be unavailable if vehicle location is not turned on

3. **How to check infotainment software version in Google Built-In capable vehicles (RPO: IOK)**

   3.1.   From Home page, Go to Settings>System>About>Build number
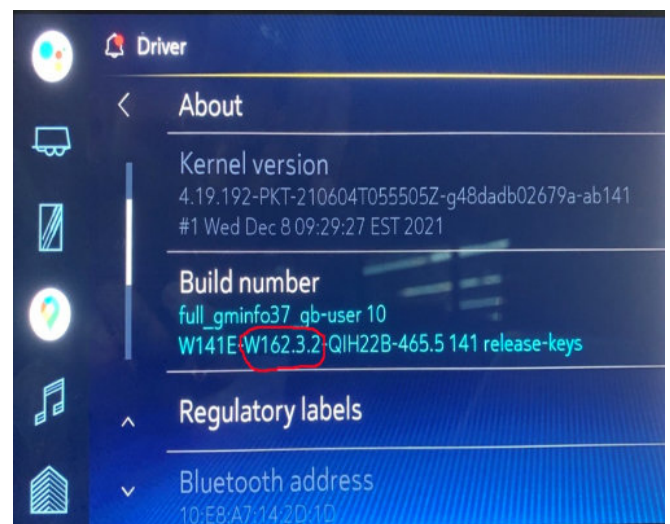
6147889

   3.2.   The software usually starts from 31st character position of the build number and it starts with a letter followed by three primary

numbers and two secondary numbers separated by dots. Shown in screenshot above.

4. **How to have enable GPS positioning and wireless projection by location Turn On feature in Google Built-In capable vehicles (RPO: IOK)**

4.1. Certain features like offline maps, GPS positioning and wireless projection might not work without enabling the location Turn On feature.
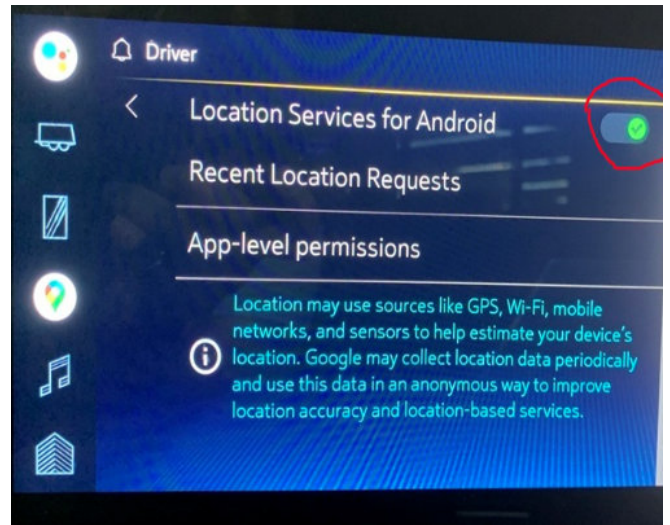

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4.2. Usually, the system gives a notification to turn on location when the vehicle is first started. A user can enable it from the notification list by first pressing the bell icon and top left of the screen as shown above.
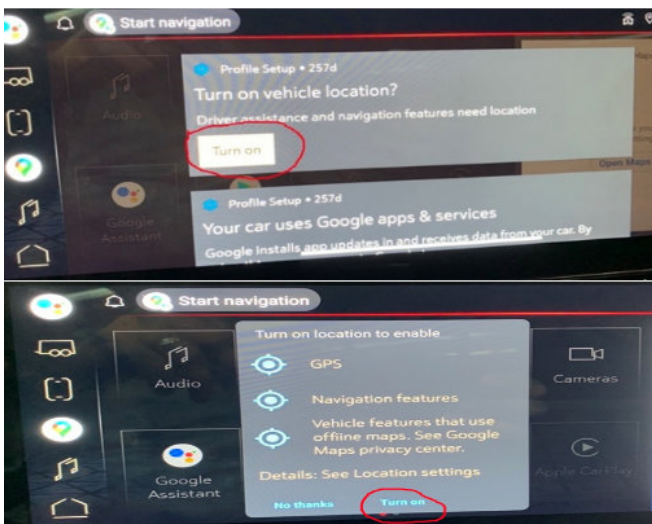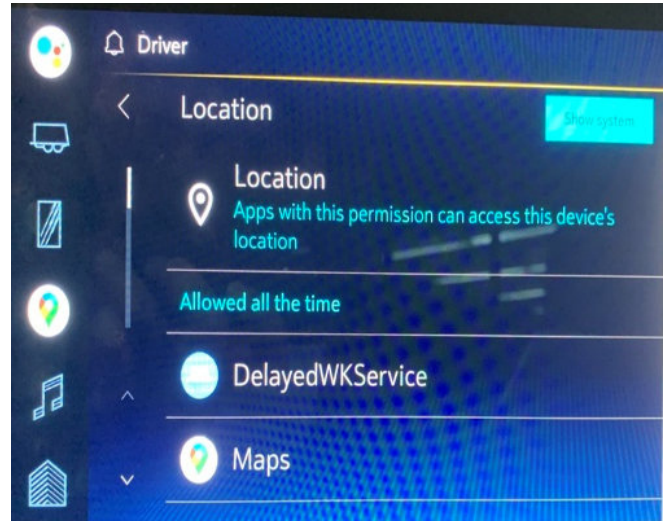

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4.3. Click on "Turn On" from the notification list and select "Turn On" on the pop-up itself as well as shown above.

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4.4. Alternatively, a user can enable it by going to Settings>Privacy>Location Services>Location Services For Android and enable it from the toggle switch as shown above.

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4.5. Additionally, a user can customize the number of apps allowed for location services by going to Settings>Apps and Permissions>App Permissions>Location and selecting the apps individually as shown above.

5. **Using Siri with Apple CarPlay**

a. Use Voice Recognition button on SWC and do a long hold press

b. Short press is only available with an active data plan (Google Assistant).

6. **How to connect to Android Auto**

   Android Auto is available through Wi-Fi and Bluetooth or tethered (cord connected)

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a. Select Android Auto from the homepage and follow the prompts

7. **Using Bixby with Android Auto**

   a. Use Voice Recognition button on SWC and do a long hold press

   b. Short press is only available with an active data plan (Google Assistant).

8. **Enabling Google Assistant**

   a. Click the settings icon on the home screen, settings, apps and permissions, special app access, notification access — Google Assistant on.

   b. Adisconnect and repair of the customer's phone to the infotainment system may need to be done.

9. **Android Auto PlayStore**

   a. Mirror image of Google Play. Limited functionality at this time with certain apps within Google Play. Check back later for further enhancements.

10. **Apple CarPlay AppStore**

    a. Mirror image of Google Play. Limited functionality at this time with certain apps within Google Play. Check back later for further enhancements.

11. **Vehicle to Phone Sharing**

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   a. This feature allows Android Auto/Apple CarPlay apps to use vehicle data. Only phones connected to the vehicle by these options can request the vehicle to share data. By default this is turned on in the vehicle- but the customer can turn this feature off by way of the settings menu. *Wireless streaming from cellular phone is unavailable.*

12. **Moving Apps to Favorites Menu**

   a. Customers will need to select and hold the icon app you want to move until icon is red. You can drag it over to the page of your choosing. There are a few icons that are not removeable out of the favorites tray, i.e Home.

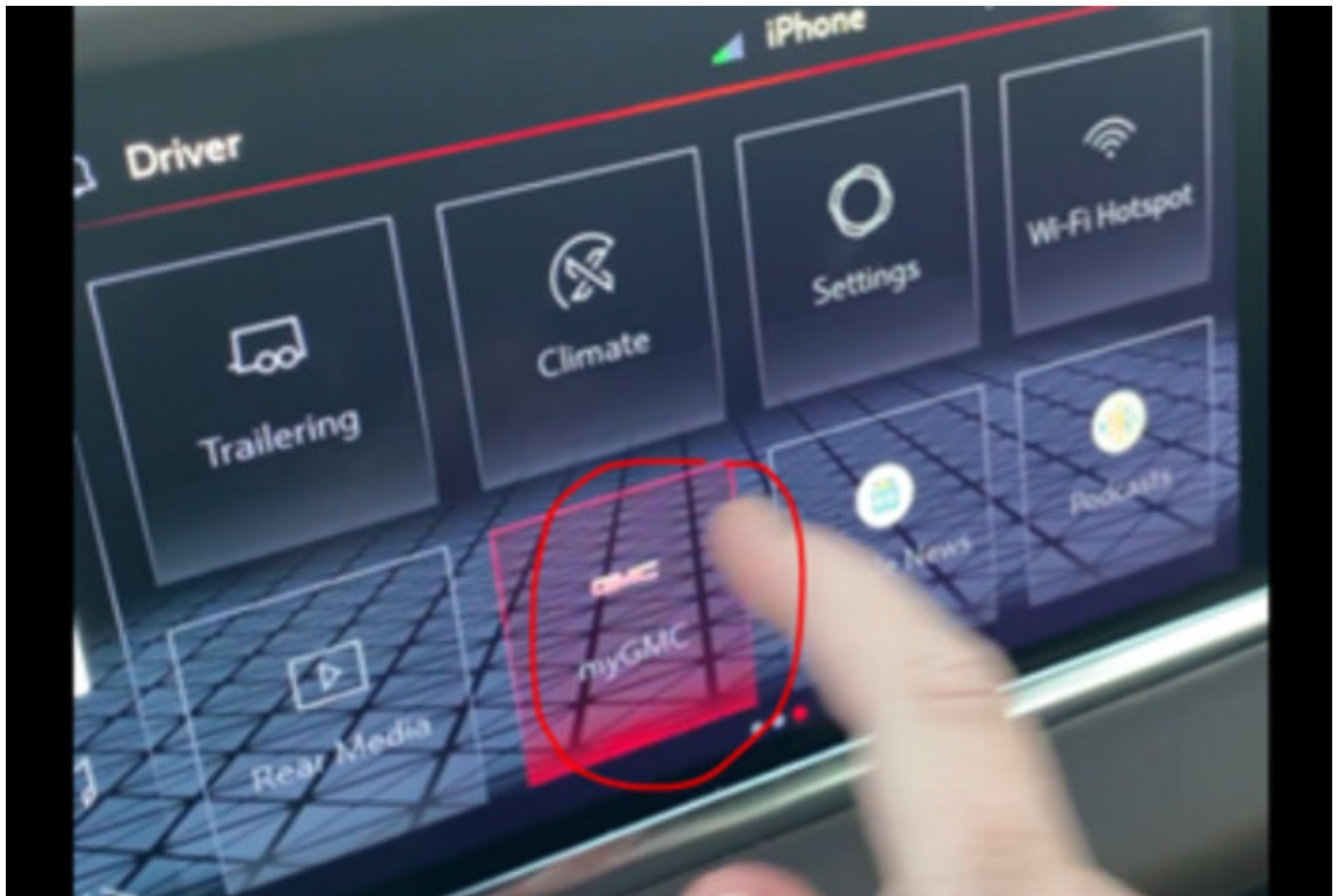13. **MyGMC, MyChevrolet - managing usage and data plans**
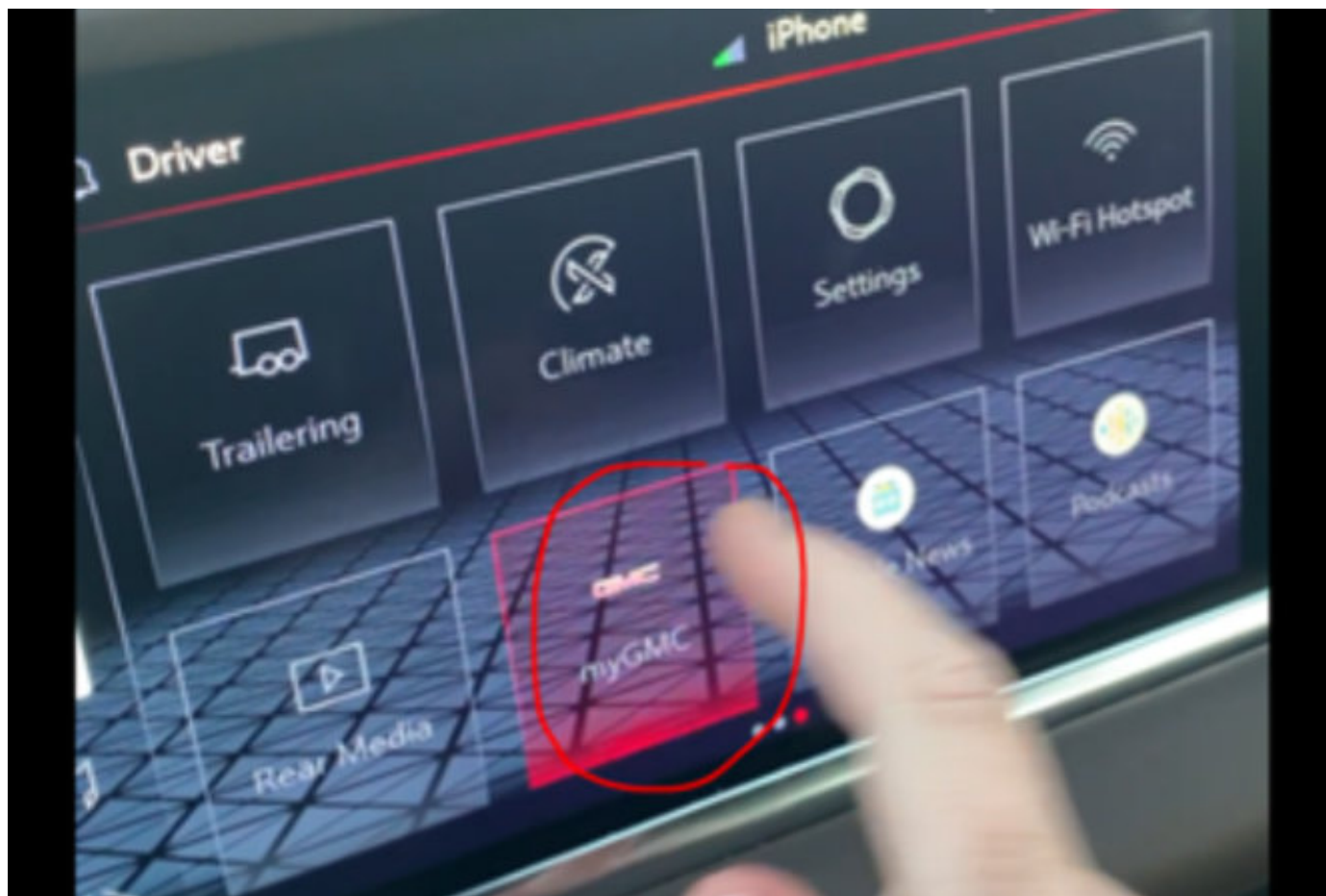
6058821

a. After signing in, customers must accept the terms/conditions as well as privacy/permissions.
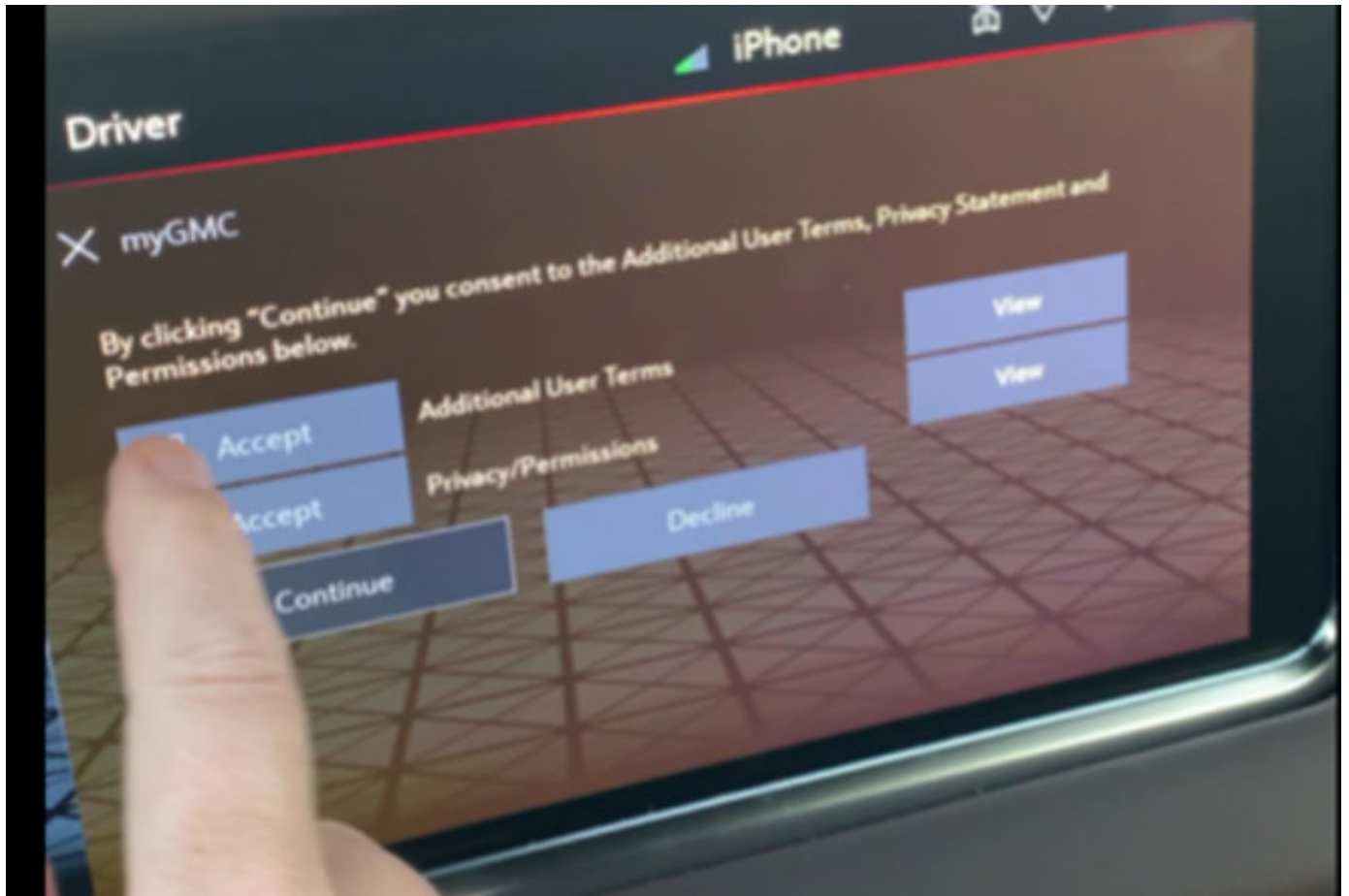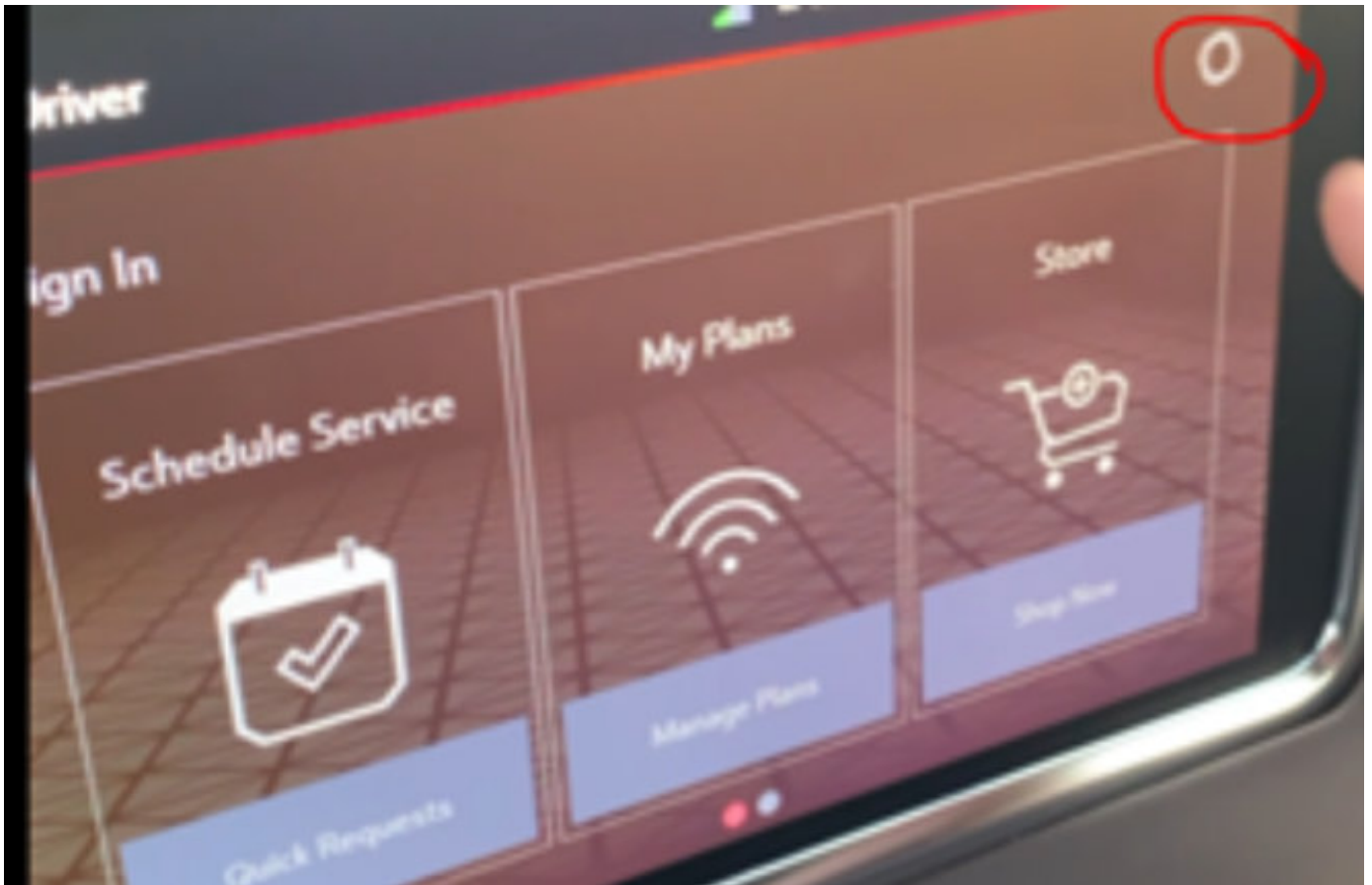
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    b. **MyBrand will not work without an OnStar package**
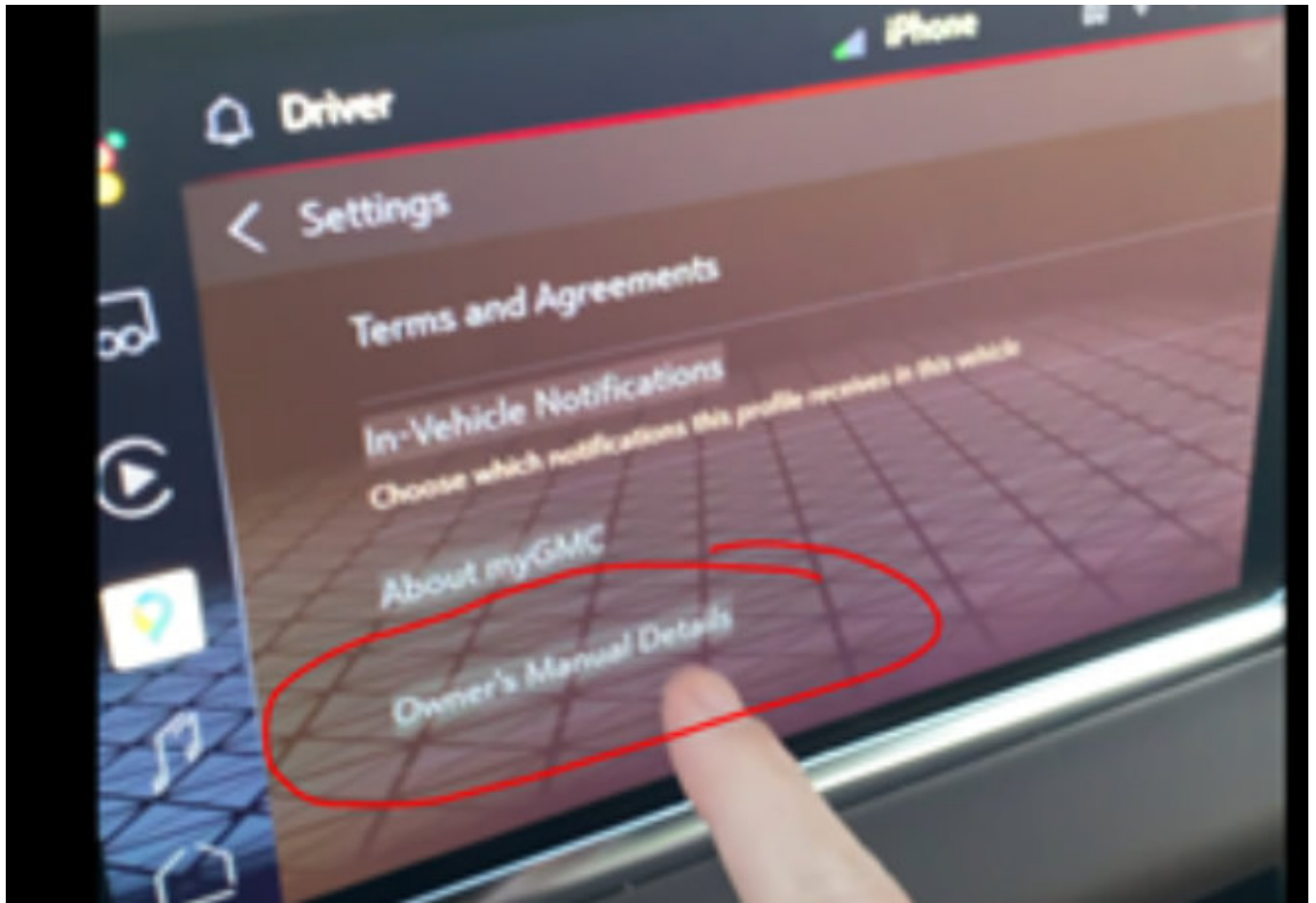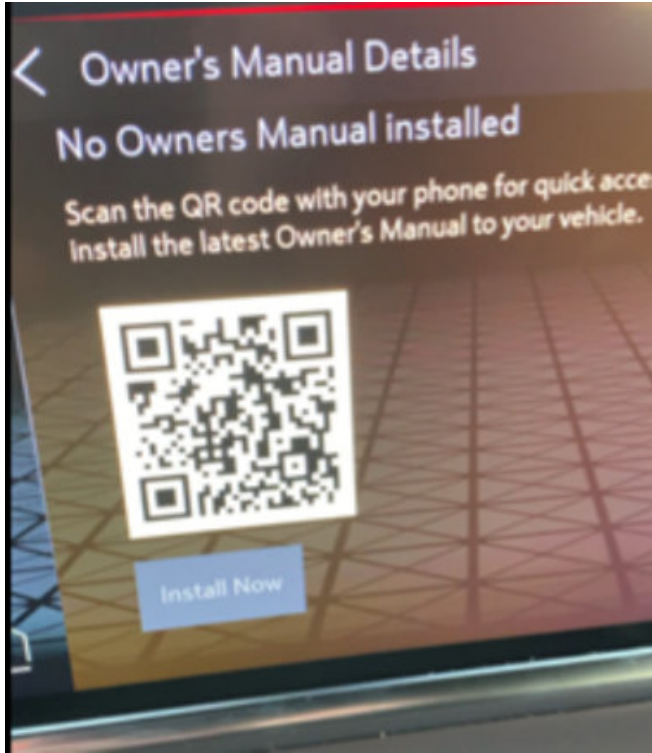
14. **Owner's manual and downloading a copy**

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a. Customers must select the MyGMC or MyChevrolet

b. Customers cannot sign into MyChevrolet
   without a data plan
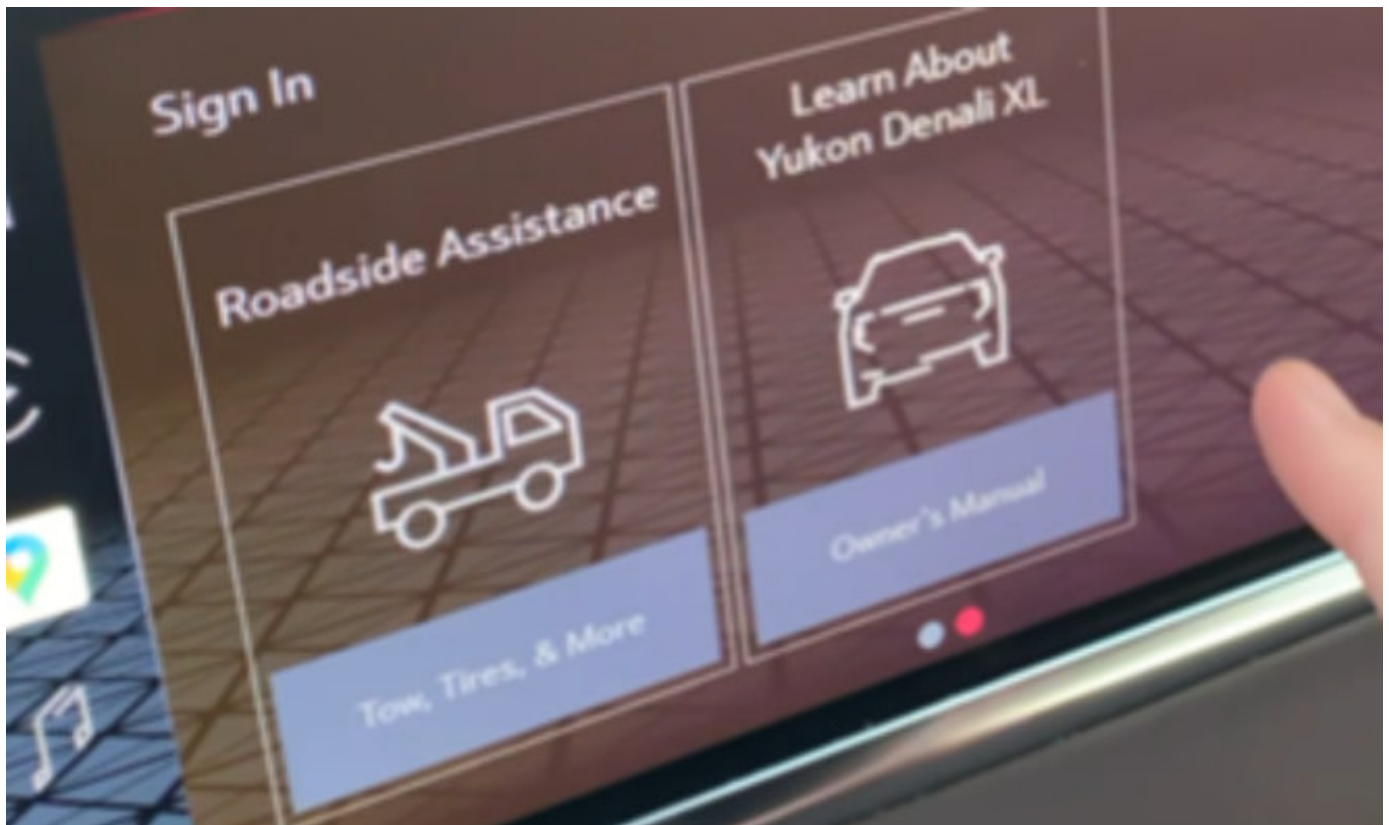
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c. Select the settings icon in the top right

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d. Click Owner's Manual Details then Install Now to install the Owner's Manual
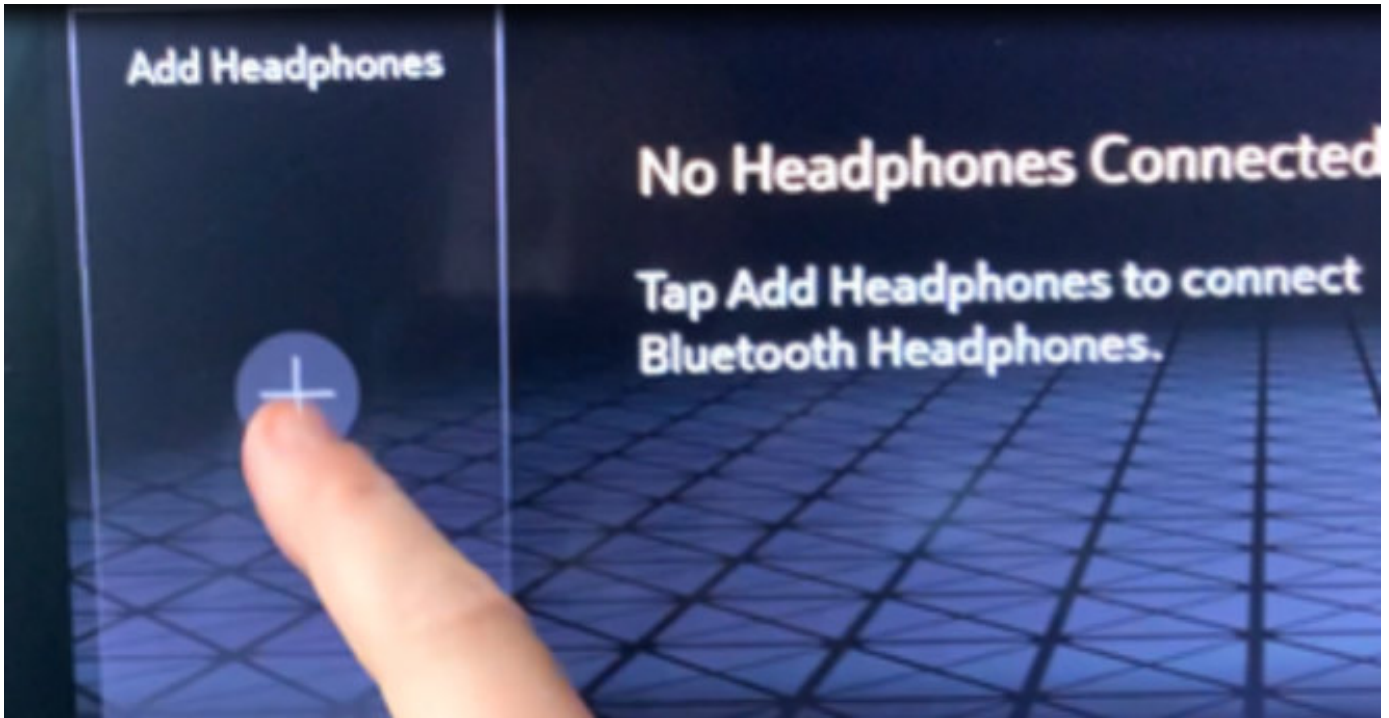
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e. After downloading go to "Learn About..." (this will allow you to search for keywords)

15. **Factory Reset**

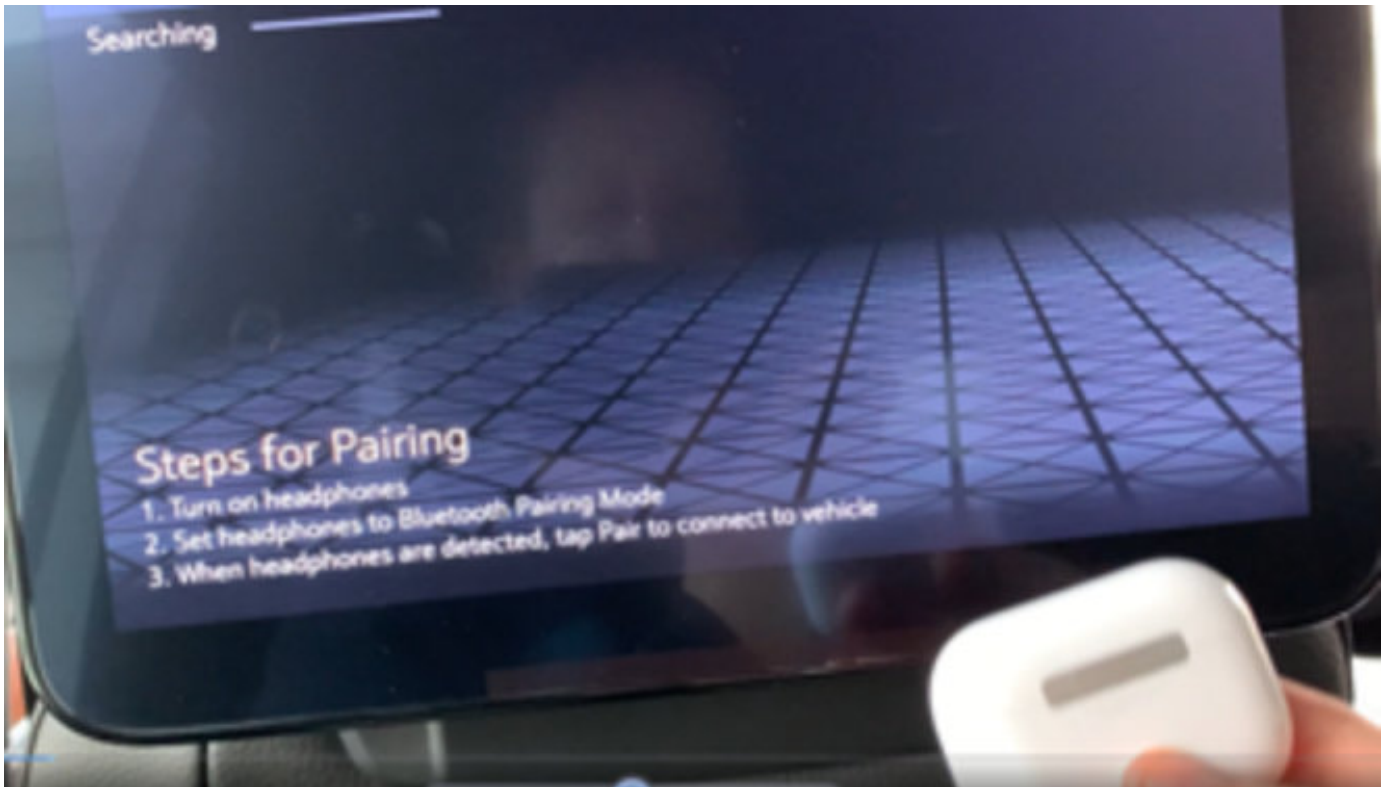   a. After doing a factory reset with the radio, customers will need to sign in through MyChevrolet or MyGMC app. Customers will need wifi/ data to do this if trying to sign in via the Integrated Center Stack (ICS).

16. **Pairing Bluetooth headphones to Rear Seat Entertainment**
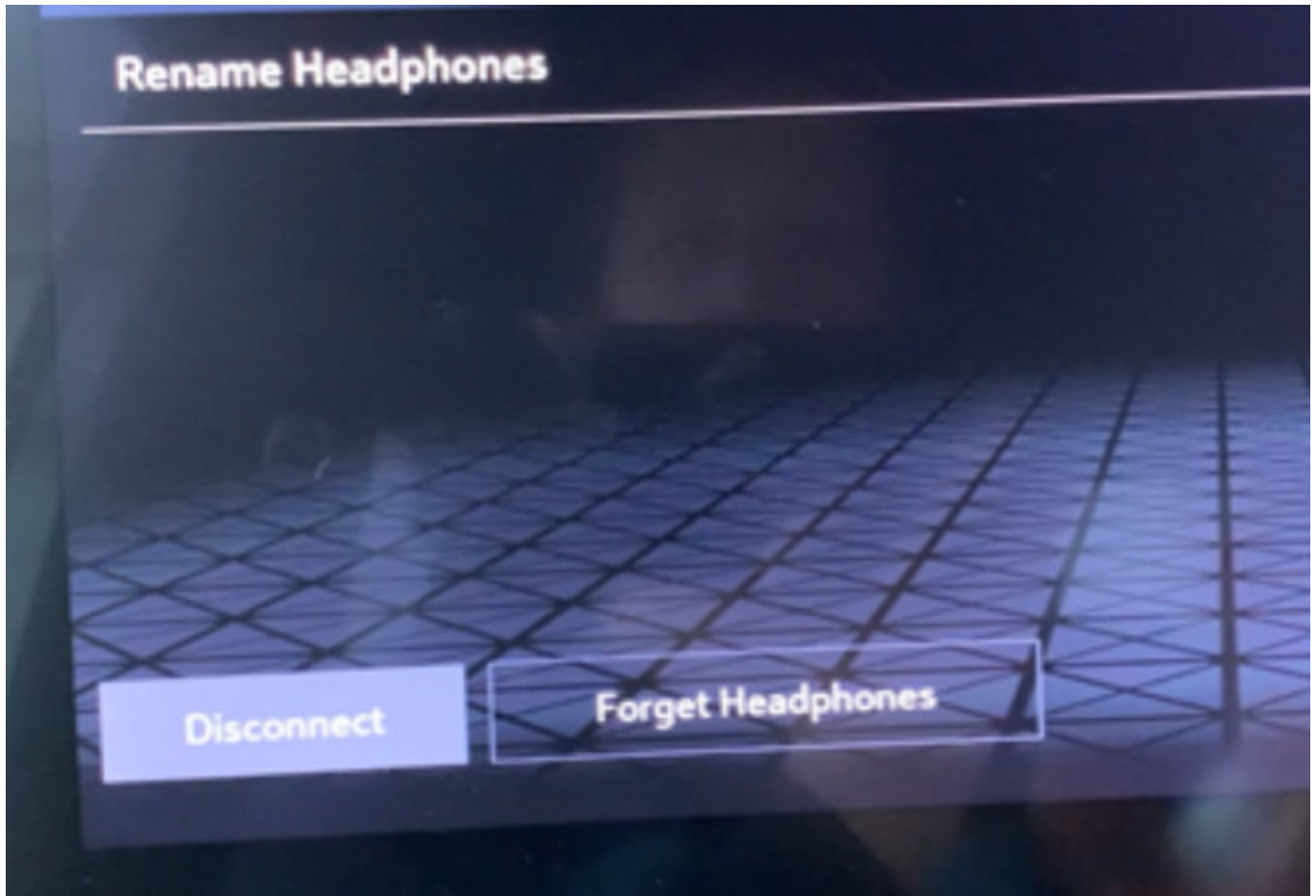
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a. Click the plus sign to add headphones

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b. Follow the prompts on screen.

   The headphones (if previously paired to phone) may need to be unpaired from your phone before pairing to Rear Seat Entertainment.

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c. Once paired, you can rename the headphones and disconnect or delete the headphones.

d. Only two headphones can be achieved per RSI Screen.

An HDMI cable is required to connect an HDMI device to the RSI hub. The RSI HDMI inputs allow connection to video games, disc players, cameras, smartphones, tablets, streaming devices, and A/V dongles that have HDMI.

** Streaming RSI is only supported with an unlimited data plan**

a. If equipped, RDS features are available for use only on FM stations that broadcast RDS information. With RDS, the radio can:

- − Display a Station Name
- − Display messages from radio stations

b. This can be managed in the settings section under Audio settings.

c. Refer to Owner's Manual for more specifics on this feature.

17. **Radio Data System (RDS)**

Version	4
Modified	Released May 10, 2022.
	Revised September 08, 2022 - Added Important statement and sections How to check infotainment software version in Google Built-In capable vehicles (RPO: IOK) and How to have enable GPS positioning and wireless projection by location Turn On feature in Google Built-In capable vehicles (RPO: IOK).
	Revised March 28, 2023 – Updated Subject, Added 2023 Model Years and 2024 HD Trucks.
	Revised April 25, 2024 - Added BrightDrop models and important statement to Service Procedure.