



Service Bulletin

Bulletin No.: 24-NA-038

Date: March, 2024

TECHNICAL

Subject: Radio Software Version W27E-172.5.1-M169-SQBR4-126.3

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2023	2023	—	—	—	—

Involved Region or Country	North America, Middle East, Cadillac Korea (South Korea)
Additional Options (RPOs)	Equipped with Infotainment System RPO IVD
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 due to software anomalies.
Correction	<p>A new radio software update, version W27E-172.5.1-M169-SQBR4-126.3, was released to service for vehicles equipped with Infotainment system RPO IVD being brought into the service department. 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; fleet customers may need the dealer to reprogram the radio with the new software package. Please refer to PIT6065 for programming procedure.</p> <p>This 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>Caution: to avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.</p> <p>Important: Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.</p>

Most Notable Improvements:

Radio:

- Stability improvements
- RVC does not work or shows red triangle
- Delayed RVC bring up
- Cannot launch Android Auto/Apple CarPlay
- Infotainment lockout while driving not working
- HVAC screen missing icons/text
- Bad audio quality
- (Cadillac only) MFC press not functioning
- (Cadillac only) MFC focus issue
- CarPlay black screen
- No Audio
- Radio stays on Bluetooth instead of Android Auto/Apple CarPlay
- Virtual Controls not responding when pressed during welcome animation
- Add Phone button not responding
- Welcome animation freezes
- Camera view selection not available
- Overspeed chime does not continuously play
- Pop Up Window layout issues
- Welcome animation plays twice after quick door open ignition on
- Reset Trip not functioning
- Add profile stuck loading
- Universal Remote settings do not respond correctly
- Ambient Lighting app crashes
- Ambient lighting app not working
- Ambient Lighting missing audio selection feedback
- Forward camera exits at speeds lower than target speed
- Radio does not respond/freezes
- Driver settings not being saved
- Trailering Light Test screen stuck
- Android Auto display shifted on the screen
- Android Auto/Apple CarPlay won't launch after switch user
- Profiles page blank after deleting new profile

- Radio resets after sleep cycle
- Audio app crashes
- RVC stays on incorrectly
- Audio does not lower for notifications
- Switching themes not working
- (EV only) Audio issues when using MaxPower Mode
- Tire pressure not updating (vehicle info)
- Audio plays during a call
- Audio settings page layout errors
- Blank screen when pushing back button on teen driver add key pop up
- Virtual Lighting controls not functioning
- Wrong units shown
- Temperature on radio display not updating
- OnStar TBT starting audio sometimes does not play
- Bluetooth media continues playing after source change
- Pop up disappears too quickly
- Bluetooth media not shown when phone connected
- Presets change order after key cycle
- Bluetooth media queue not correctly showing
- Radio crashes when long pressing power button
- Bluetooth not working
- Bluetooth will not reconnect
- Button layout errors
- Radio sets DTC B1596.82 with no impact to RVC function
- RVC Launches On Its Own
- Camera app exit and view selection buttons don't come up
- Some buttons do not respond
- Camera app layout and views distorted
- System settings not retained over key cycle
- Camera view selection not available
- Theme cards missing
- Cameras do not close while driving or when in park
- Trailer profile notifications persist
- Cannot control Ambient Lighting
- Trailing total mileage not updating
- Turn By Turn error message displays incorrectly
- Cannot open virtual controls window
- User account name not updating
- VCU stuck in GUEST user
- Virtual controls do not respond when camera view is up
- Can't dismiss pop ups
- Voice search not available when driving
- Can't sign into Google Play Store
- Window position Virtual Controls not working
- CarPlay screen changes to home screen on its own
- XM not available
- (EV only) Charge battery pop up does not come up when using Max Power below SOC level
- Audio stuck on Bluetooth source
- Climate app not functioning
- Camera DTC B1C47 set incorrectly
- Connect Phone list dialog box shows excess material
- Crash from SXM Browse Screen
- Phone app unresponsive to touch
- Podcasts show default album art
- Date/Time display errors out when turning off vehicle
- Pop ups not appearing
- Profile loading repeats
- Radio app layout errors
- Radio display defaults to Virtual Controls screen on ignition
- Radio does not retain last screen after sleep cycle
- Driver PIN is not cleared after software update
- Radio presets not working
- Radio resets during emergency call
- Embedded apps not updating
- Radio stays on around 20 seconds after vehicle shutdown
- Embedded Maps app view distorted
- RVC does not brighten in dim settings
- Emergency announcement does not interrupt audio from other sources
- RVC screen flickering
- Emergency announcement does not interrupt audio from other sources
- RVC screen flickering
- Exit "X" button not working on some apps
- Service tire pressure monitor message shown incorrectly
- External Wi-Fi password not saved
- Favorites window shifting
- QuickStartUp fails to resume
- Geofencing creation issues
- SXM favorites do not play audio
- Geofencing positioning errors
- Teen driver options not responding
- Google Assistant pop up does not display
- Third party app not shown on new user profile
- Google Maps freezes when editing route during route calculations
- Traffic Signal Recognition telltale not following driver setting
- Trailing app crashing
- HVAC menu doesn't provide feedback when changing fan speed
- Trailing notification missing

- HVAC Temp Knob doesn't respond
- Trailiering app crashing
- Incorrect Google Map data shown
- Incorrect information when on two calls
- Turn signal sounds plays incorrectly
- Incorrect pop up for Auto park Assist cancellation
- USB auto-rejected for corrupt song
- Incorrect translation
- VCU resets and U164E set in multiple modules
- Vehicle image missing in Vehicle Info app
- Keyboard does not pop up when entering password
- Virtual Controls app will not open
- LCDD provisioning fails and gets stuck
- Virtual controls window sized incorrectly and cuts off some buttons
- Loss of all audio and chimes over key cycle
- Voice assistant pop up stuck
- Welcome animation missing vehicle model
- Media app plays incorrect source
- Wi-Fi name and password cannot be changed
- WOW Mode animation not working
- XM Media app shows "Unavailable" but music is playing
- (Cadillac only) MFC rotation not functioning
- MyBrand won't install
- Navigation crashes
- No data on connected devices
- Radio display start up animation failed
- Camera UI not responding after shift from PARK
- Camera gridlines incorrectly sized
- OnStar call stuck on connecting screen
- OnStar missing location notification during calls
- Climate app not functioning with pop up "vehicle must be running" when vehicle is already running
- Radio loses some connected services function after factory reset

Phone:

- CarPlay audio still through vehicle when toggled to phone
- Phone auto-connect not functioning after profile change
- Incoming call alert not shown when in another call
- Android Auto shows wireless charging icon incorrectly
- Text messages pop up not shown in vehicle
- Bluetooth audio lost after voice assistant long press
- "Add Phone" button not working
- No sound when using Android Auto
- Call Ended shown incorrectly when disabling call profile
- Phone pairing dialog pops up every key cycle

- Call timer shows negative value after call reconnect
- Cannot launch Android Auto/Apple CarPlay
- Cannot repair Bluetooth devices
- Text message notification sound not heard
- CarPlay Siri does not work after SWC long press radio reset
- Phone screen shows blank when canceling in progress Bluetooth pairing
- Bluetooth audio start up volume too high
- Bluetooth crashes when cable is unplugged
- Bluetooth device listed twice in media
- Cannot pair device as pair mode stuck OFF

Display:

- Radio Black Screen
- IPC and ICS info mismatch
- Cluster layout issues
- Blank Screens and/or Update Failed Screen after low voltage/dead battery
- Speedometer not updating
- Both displays black screen
- No Touch Response on radio display
- Display illumination improvements
- Cluster screen flickers
- Black radio screen at startup
- Delayed Cluster bring up
- Blank Cluster display with telltales
- PRND stuck on reverse
- eAWD telltale not activating
- Radio Display Illumination Too Dark Compared to Cluster Display
- Fuel Economy scale missing
- Cannot remove Cluster Info tile
- HUD black screen for key cycle
- CarPlay maps black screen on Cluster display
- HUD blank with radio setting B19B0
- Quickly switching between Cluster views causes display failures/hang ups
- (Cadillac only) Radio display flickers after using MFC
- HUD not working after deep sleep
- Radio display loss of touch and erratic dimming
- HUD settings not remembered
- Speed Limit icon will not disappear when driver setting set to Hide
- IPC and HUD info mismatch
- Cluster navigation option missing
- Blank Cluster display
- Transmission temperature gauge color on Cluster shows red hot when vehicle is within operating temperature range
- Cluster reset
- Lane lines don't show colored in Cluster Assist layout

- Navigation route on Cluster display is not still shown after ignition cycle with STR
- Android System message at start up
- HUD shows cruise at "0" instead of "-" when no speed is set
- Vehicle info apps show "Add to Driver Display" when already shown
- Display layout issues
- Drive mode app flickers when changing modes
- Cluster may show incorrect gear

Programming:

- "Update Unsuccessful" message stuck on until full sleep cycle
- LCDD provisioning fails and gets stuck
- "Vehicle Software Updates are available" does not show on every ignition
- Radio screen shows no icons after programming
- Speed limit shows dashes after software update
- Blank screen during USB programming
- USB recovery status bar shows on cluster display
- Cannot enable Quick Start Up after USB Update
- No success pop up or record of USB updates

Charging App:

- Charge Scheduling did not work
- Screen turns off when launching Charging app
- Charge app inoperable
- Missing dialogue info for charge complete/stopped
- Schedule home screen formatting issues
- Charging App cannot access data
- Cannot set charge level

Service Procedure

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.

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.

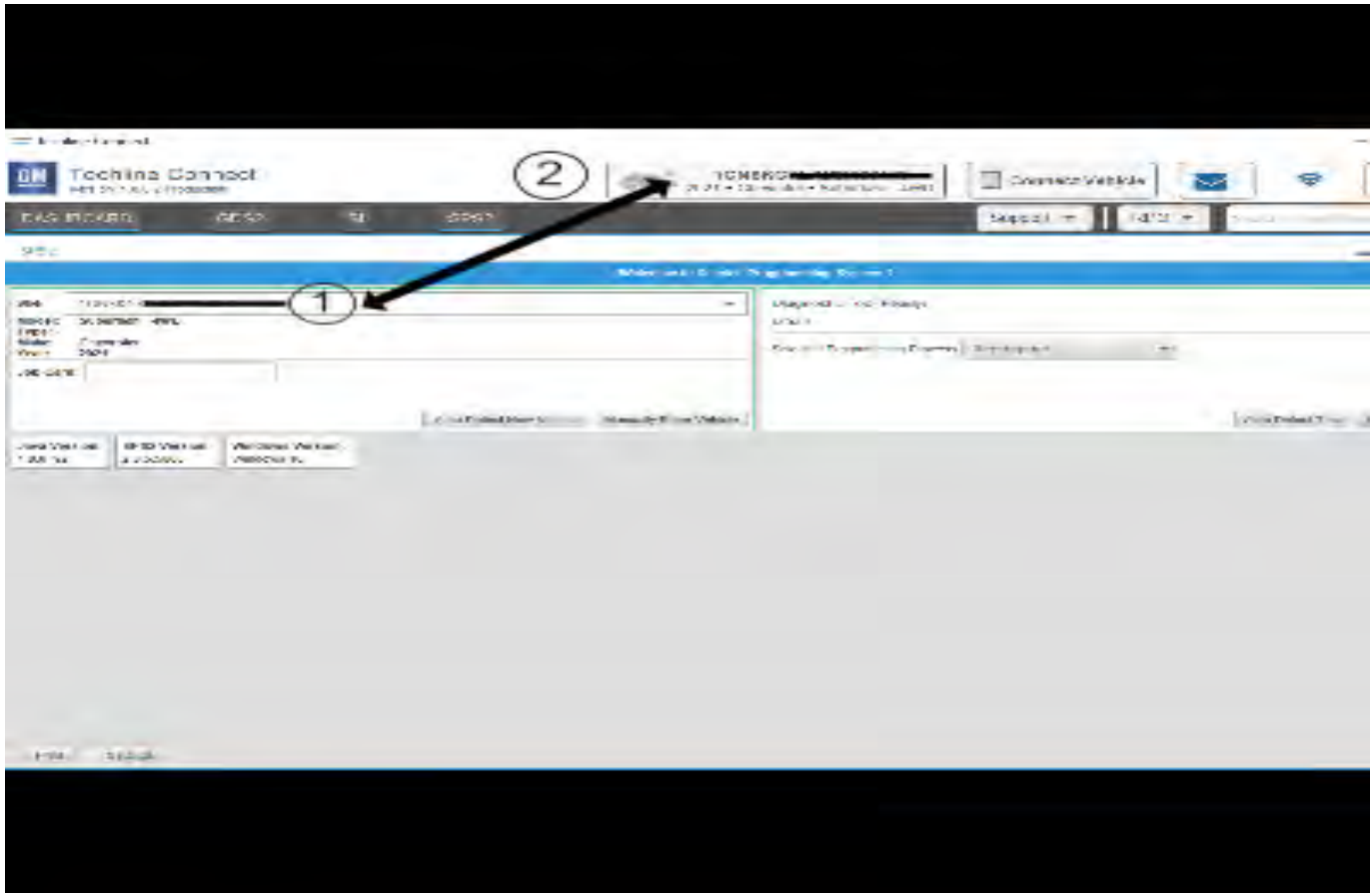
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, **otherwise an error will result.**
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

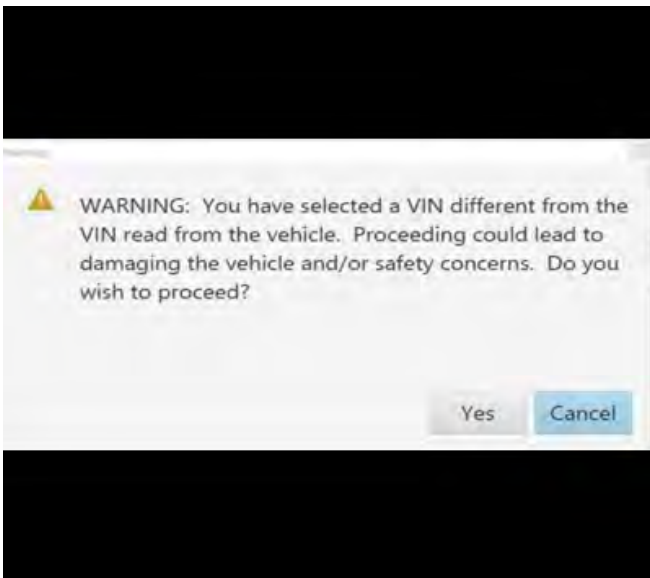
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.

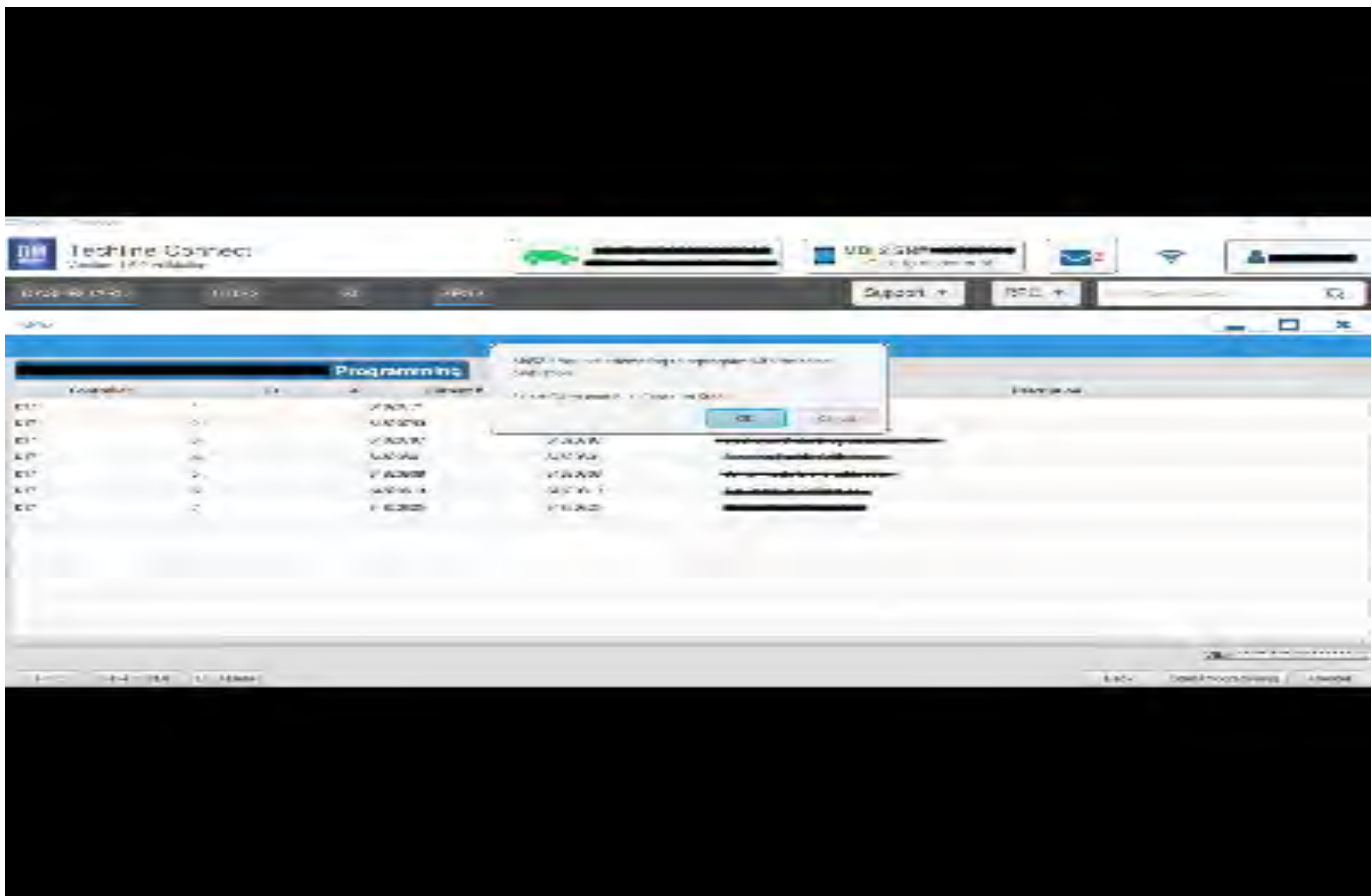


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Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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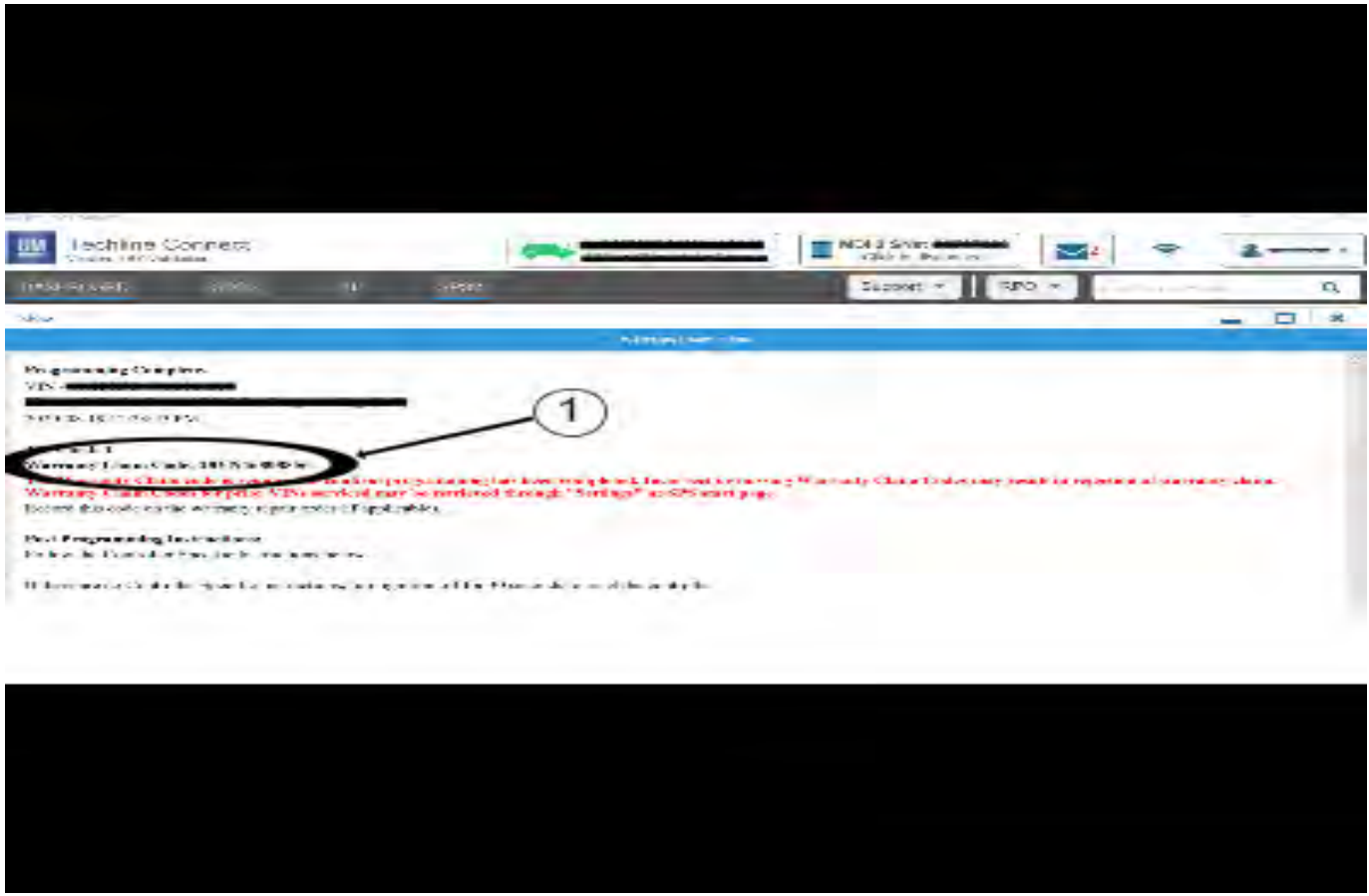


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Important: Techline Connect screen shown above.

Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. Record the WCC on the job card. No further action is required. Refer to the Warranty Information section of this bulletin.

1. Reprogram the Radio. Refer to **PIT6065** and *A11 Radio: Programming and Setup* in the Service Manual.



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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

- 2. Record the SPS Warranty Claim Code on the job card for warranty transaction submission.

Warranty Information

Labor Operation	Description	Labor Time
Please refer to the latest version of PIT6065 for Radio Labor Operation.		

Version	1
Modified	Released February 26, 2024

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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