

**Subject: Special Update Instructions for A11: Radio**

***This EI has been revised to updated steps 1-43. Please discard PIE0779.***

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

<b>Involved Region or Country</b>	<b>U.S. Dealers ONLY</b>
<b>Condition</b>	Below is a temporary procedure and labor code to use if the A11 radio requires reprogramming, including when performing PIT6065.
<b>Cause</b>	Once the issue is resolved in Techline Connect, this EI will be removed, and any procedure updates will be included in the A11 Radio Programming and Setup in Service Information.

### Service Procedure

**Important:** This engineering information (EI) 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.

See Radio and Module programming procedures below.

**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.

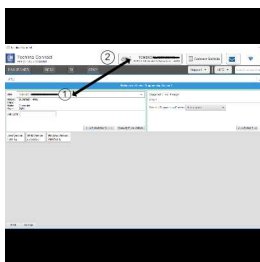
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V 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.

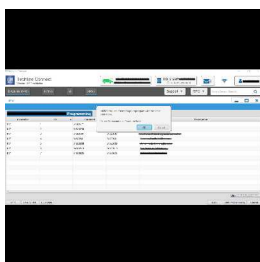
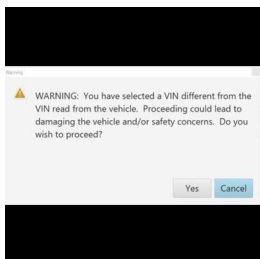
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in 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.



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



**Important:** Techline Connect screens 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. No further action is required. Refer to the Warranty section of the bulletin.

**Below are the instructions to properly update and program the radio, if you require further assistance, or would like verbal instructions in addition to this service procedure please contact Techline Customer Support Center 1-800-828-6860 for English or 1-800-503-3222 for French (Canadian) for assistance.**

1. With the ignition On, verify the build number is W37E-169.1.2-M164-**RQBR2-198.1**.
2. If the build number is W37E-169.1.2-M164-**RQBR2-198.1**, please continue to step four.
3. If the build number is 170.5.1-M166-**SQBR3-187.1**, go to step 24.
4. Ignition/vehicle OFF.
5. Open Techline connect.
6. Access the Service Programming System (SPS).
7. On the SPS Supported Controllers screen, select A11 Radio –Prepare for USB File Transfer and follow the on-screen instructions.
8. Connect a USB drive to the computer.
9. Perform a Quick Format on the USB drive to FAT32.
10. Access the Service Programming System (SPS) and follow the on-screen instructions.
11. On the SPS Supported Controllers screen, select A11 Radio – USB Copy/USB File Transfer.
12. Upon completion of the file transfer, properly eject the USB drive from the computer.
13. Ignition On, In service mode.
14. Connect the USB drive to the USB port in the vehicle.
15. The infotainment system will recognize that update files are available. Follow the infotainment display on-screen instructions and select Update when prompted. Programming may take up to 30 minutes.

**Note:** Once the update is initiated, there is no need to monitor the progress

**Note:** If no instructions immediately appear on the infotainment display, select the following menu options:

- Home

- Settings
- System
- Updates

**Note:** It is critical that you remove and reinstall the fuses. Failure to do so will cause the update to not properly install and may cause the radio to be damaged beyond recovery.

16. Upon completion of programming, remove the USB drive.
17. Access the Service Programming System (SPS) and follow the on-screen instructions.
18. On the SPS Supported Controllers screen, select A11 Radio – Programming Part 1 and then follow the on-screen instructions.
 

**Note:** During programming part 1 SPS will tell you that the programming event failed. This due to a technical difficulty in SPS. Please proceed to programming part 2
19. Access the Service Programming System (SPS) and follow the on-screen instructions.
20. On the SPS Supported Controllers screen, select A11 Radio – Programming Part 2 and then follow the on-screen instructions.
21. Clear DTCs.
22. Ignition OFF, Retained Accessory Power (RAP) OFF, remove the key fob from range of the vehicle, and let the vehicle sit for five minutes.
23. Ignition On, verify the build number is 170.5.1-M166-SQBR3-187.1. If build number displays 170.5.1-M166-SQBR3-187.1, you can continue.
24. If the radio does not display 170.5.1-M166-SQBR3-187.1 please go back to step one and go through the update and programming process again.
25. Ignition Off.
26. Access the Service Programming System (SPS).
27. On the SPS Supported Controllers screen, select A11 Radio – USB Copy/USB File Transfer.
28. Connect a USB drive to the computer.
29. Perform a Quick Format on the USB drive to FAT32.
30. Access the Service Programming System (SPS) and follow the on-screen instructions.
31. On the SPS Supported Controllers screen, select A11 Radio – USB Copy/USB File Transfer.
32. Upon completion of the file transfer, properly eject the USB drive from the computer.
33. Ignition ON, in service mode.
34. Connect the USB drive to the USB port in the vehicle.
35. The infotainment system will recognize that update files are available. Follow the infotainment display on-screen instructions and select Update when prompted. Programming may take up to 30 minutes.

**Note:** Once the update is initiated, there is no need to monitor the progress

**Note:** If no instructions immediately appear on the infotainment display, select the following menu options:

- Home
- Settings
- System
- Updates

36. Upon completion of programming, remove the USB drive.
37. Access the Service Programming System (SPS) and follow the on-screen instructions.
38. On the SPS Supported Controllers screen, select A11 Radio – Programming Part 1 and then follow the on-screen instructions.
 

**Note:** During programming part 1 SPS will tell you that the programming event failed. This due to a technical difficulty in SPS. Please proceed to programming part 2
39. Access the Service Programming System (SPS) and follow the on-screen instructions
40. On the SPS Supported Controllers screen, select A11 Radio – Programming Part 2 and then follow the on-screen instructions.
41. Clear DTCs.
42. Ignition OFF, Retained Accessory Power (RAP) OFF, remove the key fob from range of the vehicle, and let the vehicle sit for five minutes. Retest system operation to verify the build number W27E-172.5.1-M169-SQBR4-126.4.
43. If the build information does not display W27E-172.5.1-M169-SQBR4-126.4, please go back to step twenty-three and go through the update and programming process again.

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2886928*	Radio Reprogramming with SPS and USB	2.5 Hrs.

\*This is a unique Labor Operation for Bulletin use only.

**Important:** \*\*To avoid warranty transaction rejections, carefully read and follow the instructions below:

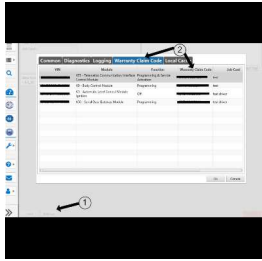


Labor Time [\[Tab\]](#)  
 Labor Operation Code:  
 Additional labor or code information:  SPS Warranty Claim Code:



- The Warranty Claim Code must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

#### Warranty Claim Code Information Retrieval



If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

<b>Version</b>	2
<b>Modified</b>	Released February 19, 2024 Revised March 06, 2024 - Updated steps 1-43.