



# Service Bulletin

Bulletin No.: 25-NA-018

Date: January, 2025

## INFORMATION

**Subject: Radio Software Update W23E-178.1.2-M174-SQBR6-93.4**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade IQ	2025	2025				

<b>Involved Region or Country</b>	North America, Mexico, Middle East, Israel, Palestine, S. Korea, Egypt
<b>Additional Options (RPOs)</b>	Equipped with Infotainment RPO IVE
<b>Condition</b>	Some customers may comment on software related issues. Continuous improvement software updates are being released with improvements made in several areas.
<b>Cause</b>	The cause of the condition may be software anomalies.
<b>Correction</b>	<p>A new radio software update, version is W23E-178.1.2-M174-SQBR6-93.4, was released to service for vehicles equipped with Infotainment system RPO IVD and IVE 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.</p> <p>For programming instructions please refer to <b>24-NA-143</b>.</p> <p><b>Note:</b> If you are performing this update as part of N242490440 please use the labor op from that campaign. If the campaign is closed for the VIN you are programming, please refer to <b>24-NA-132</b>.</p> <p><b>Caution:</b> to avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.</p>

**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:

### Apps:

- User can access Ambient Lighting app in a vehicle that doesn't support it

### Audio:

- No audio
- No chimes
- Static

### Bluetooth:

- Connection loss
- Connectivity
- Max volume
- No audio
- Not functioning
- SMS message not on UI
- Static

**Camera:**

- Black screen
- Camera video feed and icons overlap
- Frozen
- Slow

**Cluster:**

- Falsely set codes: B197F.00,U0485.00 & U1962.00 in BCM
- Frequent dimming
- Trip odometer not resetting
- Parts of cluster may be unresponsive
- Wrong graphics/information

**Display:**

- Black box
- Black screen
- Customers see blank screen after door open/close during approach animation
- Customer will see the wallpaper and other components in Vtrack/Vseries theme but app tray/status bar will be shown in the base (flow) theme
- Half screen black
- Home button inoperable
- HVAC bar missing
- View change is slow when shifting from Park to Reverse

**Front Command Center Display:**

- Black screen
- Camera app not launching
- Keyboard does not dismiss
- Keyboard unavailable

**MFC:**

- Not functioning

**Non—streaming Apps:**

- Wireless charging buttons inoperable
- OnStar
- Call not displayed
- No audio

**Stability:**

- Popup message – Pedestrian Collision alert did not appear

**Steering Wheel Controls:**

- Steering wheel dial scrolls in the opposite direction

**Export only:**

- Customer would not be able to complete SetUpWizard in EU under certain circumstances

**Service Procedure**

**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.

<b>Version</b>	1
<b>Modified</b>	Released January 30, 2025

