



# Service Bulletin

Bulletin No.: 25-NA-036

Date: February, 2025

## TECHNICAL

**Subject: Sound Mode Menu Crashes on Radio Display**

**This bulletin replaces PIT6332, please discard PIT6332.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	OPTIQ	2025	2025	-	-	All	All

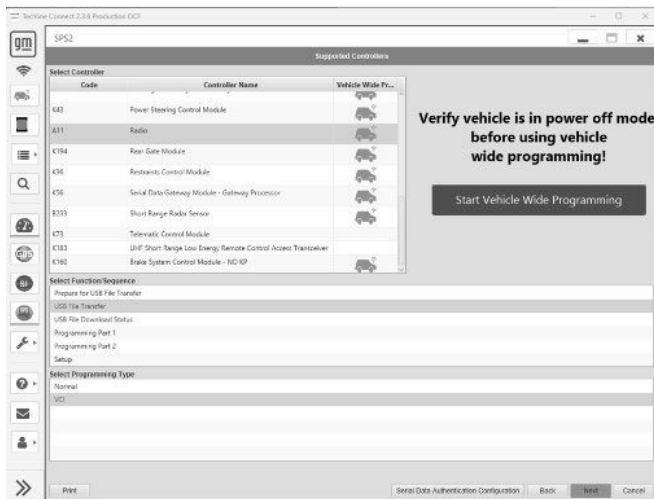
<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment on the Sound Mode Menu is unable to be accessed.
<b>Cause</b>	The cause of the condition may be a software anomaly in the radio.
<b>Correction</b>	The steps below NEED TO BE FOLLOWED EXACTLY THE WAY THEY ARE ORDERED.

**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.

### Service Procedure

1. Confirm condition is present, "Settings, Vehicle, Audio Settings, Sound, Sound Mode". If menu opens, issue is not related to this bulletin. If Sound Mode menu opens momentarily, goes blank, and the audio settings menu opens, proceed to step 2.
2. Contact the Techline Customer Support Center (TCSC) for related VCI number programming assistance. Reference Bulletin # **25-NA-036**.
3. Connect a USB-C USB Drive to the computer, perform a quick format on the usb drive to NTFS.
4. Launch TLC/SPS2



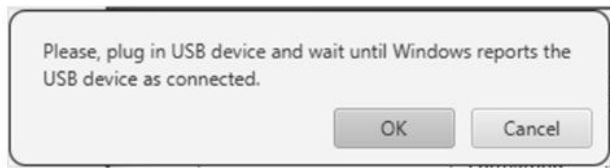
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## 5. Select A11 Radio, USB File Transfer, VCI

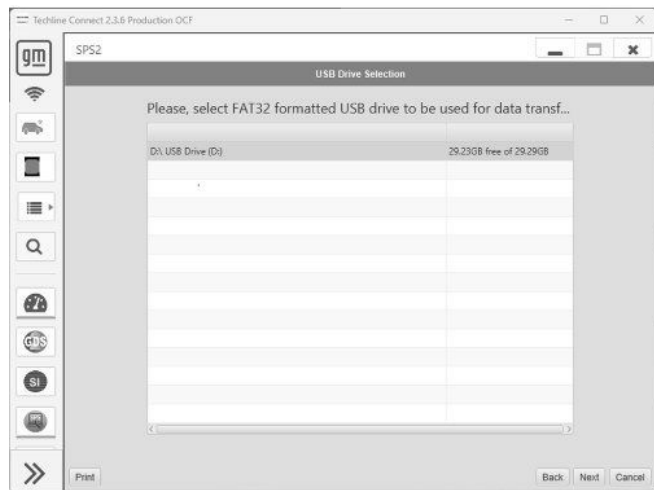


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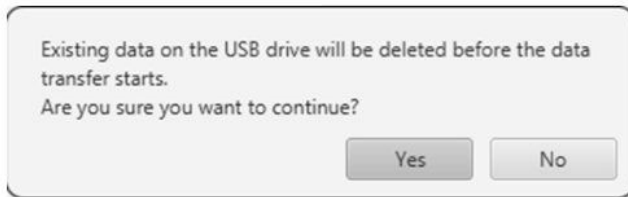
## 6. Enter USB File Transfer VCI # supplied by TCSC, Select Next



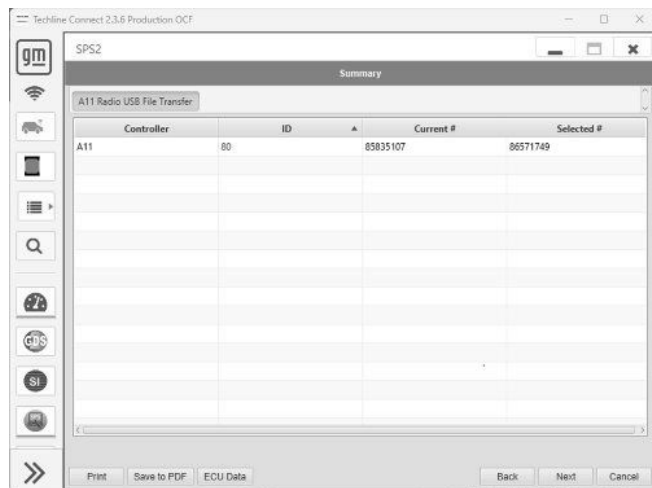
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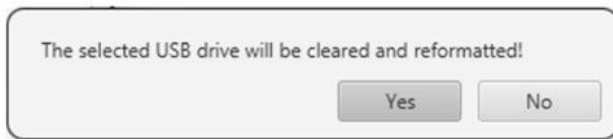
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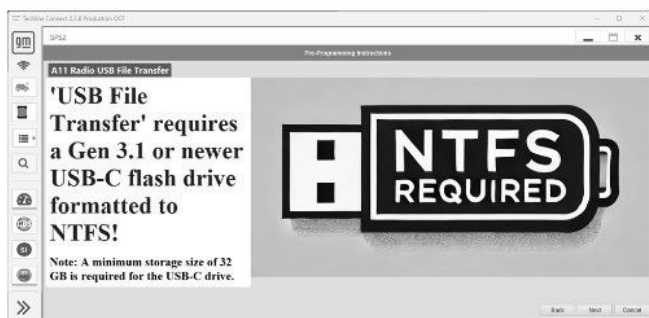
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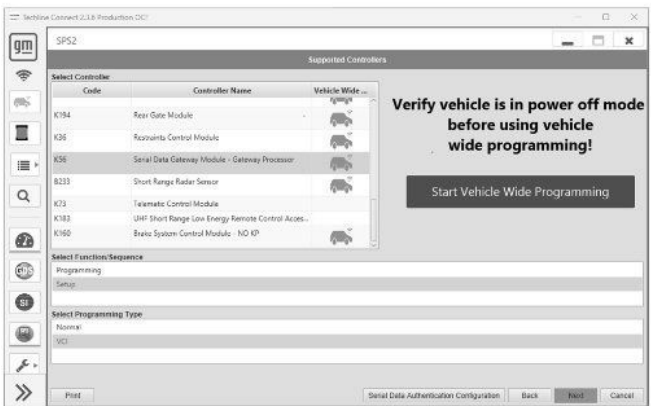


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- 7. Follow on screen instructions
- 8. Select Proceed Same VIN



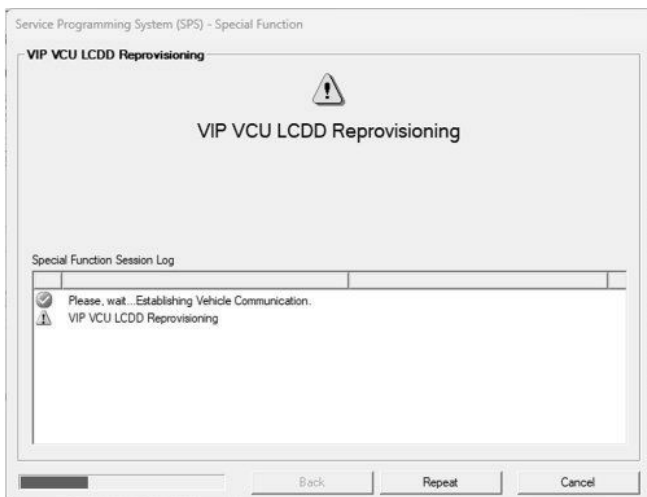
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- 9. Select Serial Data Gateway Module, Setup, VCI



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10. Enter VCI # for setup provided by TCSC, select Next



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11. Setup Process will begin, repeat screen may present during Run/Service mode procedure. Select "Repeat" if present.

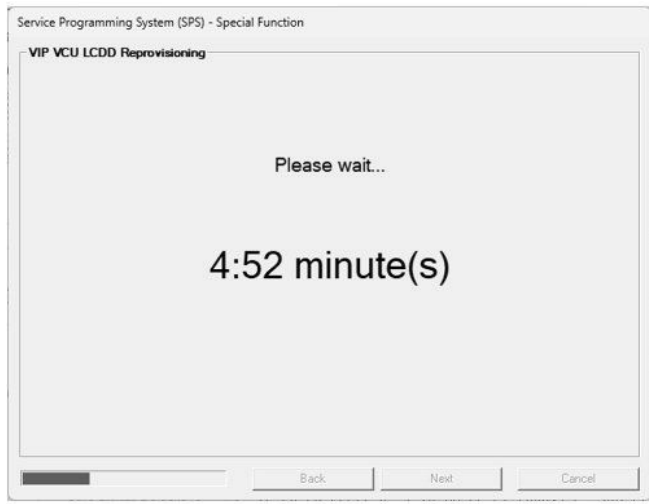


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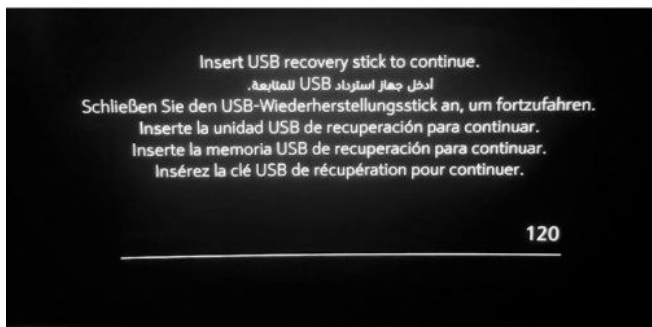
12. Insert USB Stick into USB-C Port of vehicle



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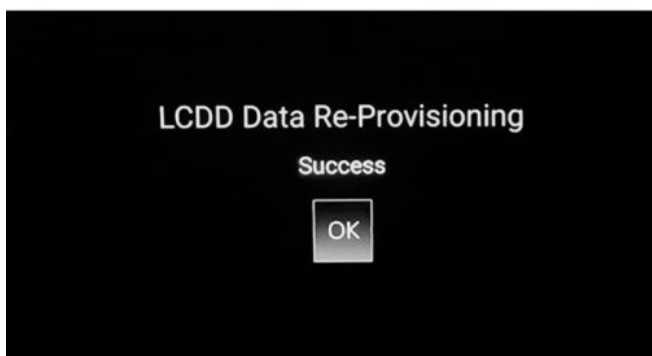


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13. 5 minute timer will begin counting down on SPS, the Radio/cluster display should go black, an “insert USB recovery disk” message will momentarily appear, and then a progress bar will be present (If it does not, allow the 5 minute timer to countdown)



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14. Did the screen show programming was a "Success"? If not present after 5 minute timer, Remove USB drive and reinsert, select No, and procedure will reattempt.
15. Confirm Sound Mode menu now opens correctly. "Settings, Vehicle, Audio Settings, Sound, Sound Mode". If Sound Mode menu does not open correctly, reattempt procedure from step 3.

## Parts Information

No parts are required for this repair.

**Warranty Information**

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
*2880077	Sound Mode Menu Crashes on Radio Display	0.5 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released February 20, 2025

