

GENERAL MOTORS
DCS7172
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 10, 2025

Subject: N252494750 - Service Update
Sound Mode Not Available in Radio Settings

Models: 2025 Cadillac OPTIQ

General Motors is releasing Service Update N252494750 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

END OF MESSAGE

Service Update

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Release Date: March 2025

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

Make	Model	Model Year	
		From	To
Cadillac	OPTIQ	2025	2025

Investigate Vehicle History (IVH) in the GM Global Warranty Management system should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain vehicles listed above may have a condition in which the sound mode is not available to the customer in the radio settings.
Correction	Dealers are to reprogram the radio.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107874	Inspect Only – No further action required	0.2	ZFAT	N/A
9107778*	Radio VCI Reprogramming	0.5		

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



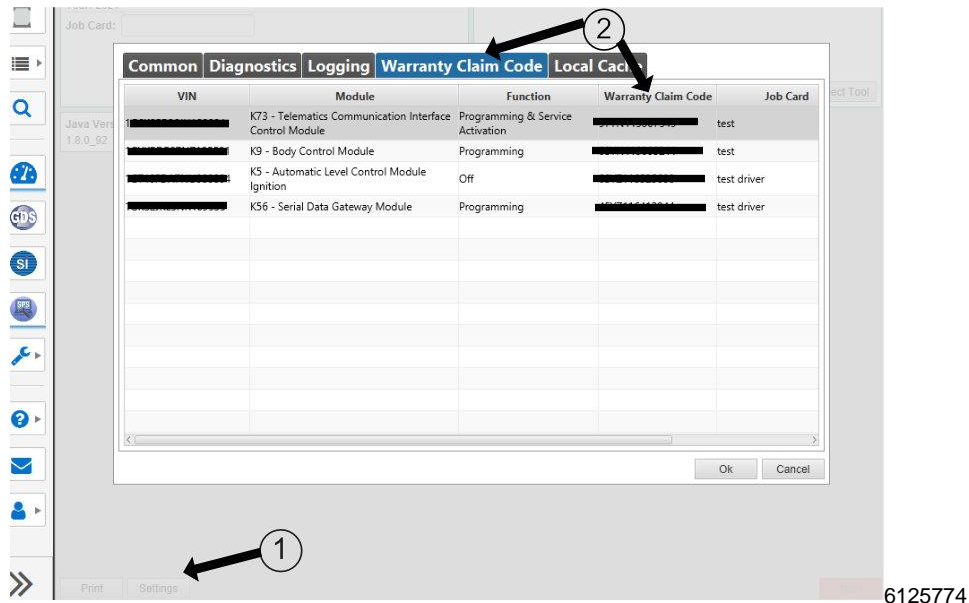
- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job 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.

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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.

Service Procedure

Note: Carefully read and follow the instructions below.

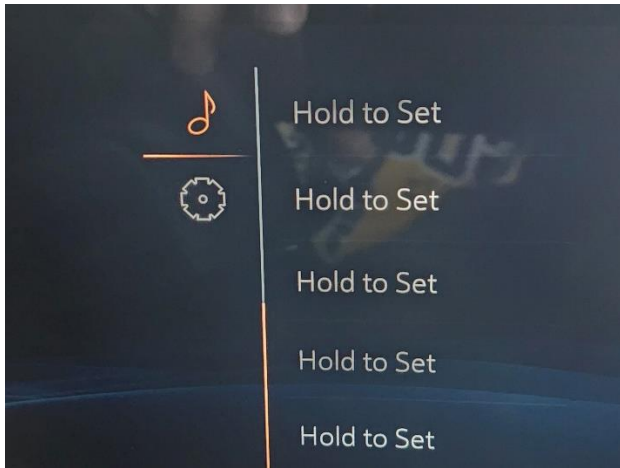
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect 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.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

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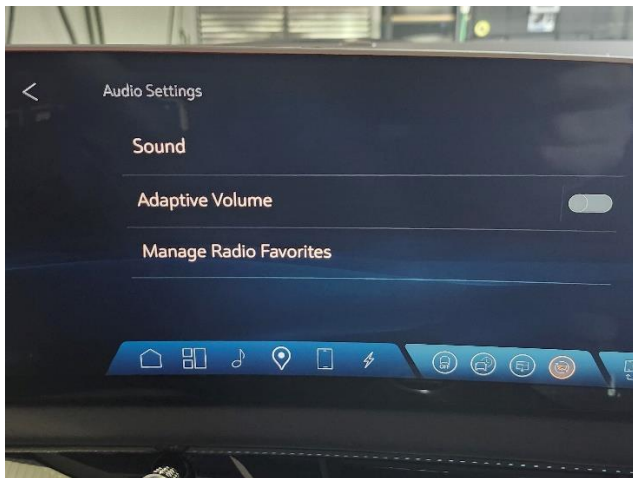


Important: All steps below must be followed EXACTLY as written, otherwise programming failure may occur.



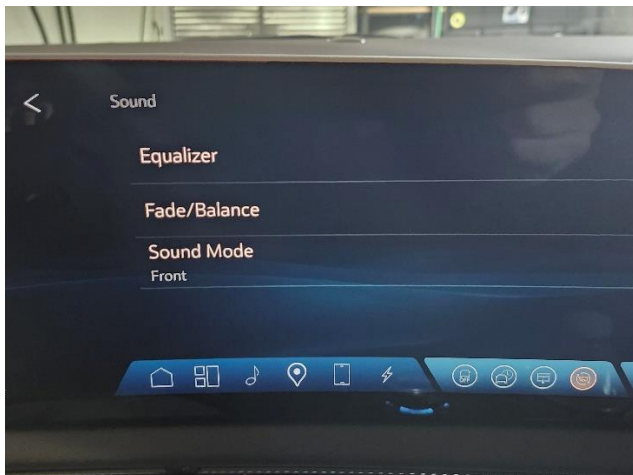
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1. Vehicle ON, within the audio screen of the radio display, access the Audio Settings indicated by the gear icon.



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2. Select "Sound".



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3. Select "Sound Mode".

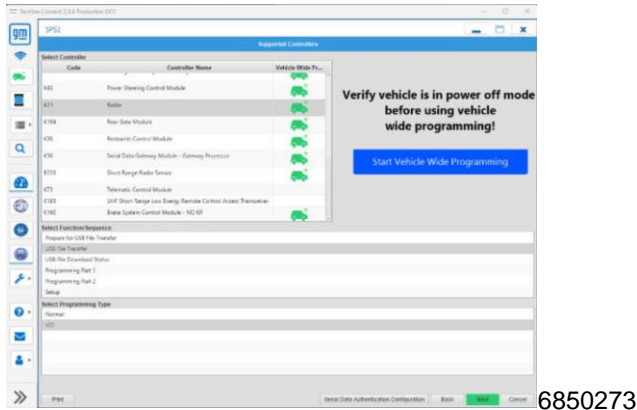
- If the "Sound Mode" menu opens as designed, no further action is required.
- If the "Sound Mode" menu does not open, opens and instantly closes, or blanks out proceed to the next step.

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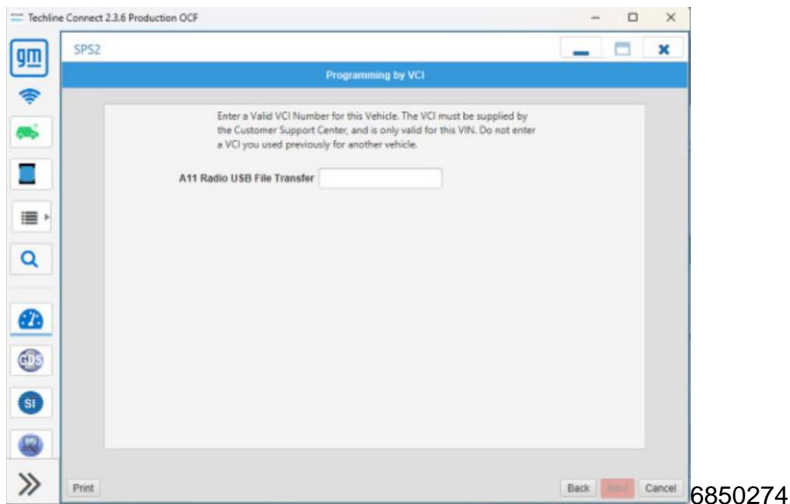
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4. Contact the Techline Customer Support Center (TCSC) for VCI number programming assistance.
 - For assistance, contact Techline Customer Support Center (TCSC) using the Dealer Case Management (DCM) portal in GlobalConnect. Once the case is created, or if additional support is needed, contact Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French). U.S. Dealers will require a DCM case number for phone support.
 - If outside of North America, contact your regional Technical Assistance team for Global Techline Support.
5. Connect a USB-C Drive to the computer, perform a quick format on the USB-C Drive to NTFS.
6. Launch TLC/SPS2.



7. Select A11 Radio, USB File Transfer, VCI as pictured above.

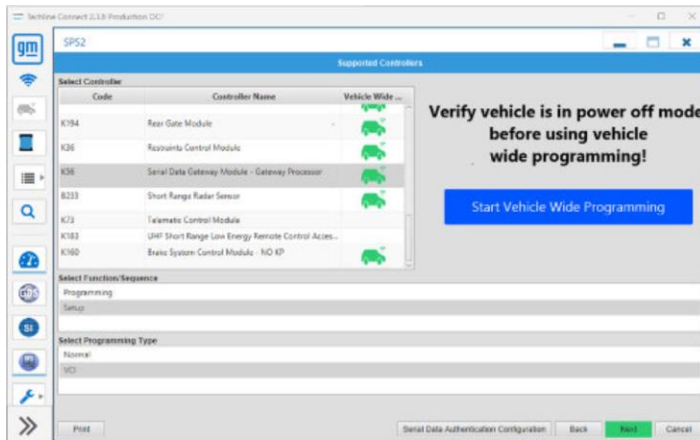


8. Enter the USB File Transfer number supplied by TCSC, then select "Next".

Important: Do NOT insert the USB-C Drive into the vehicle until instructed by the bulletin to do so, there are preliminary steps that MUST be performed prior to insertion.
9. Follow the on-screen instructions to complete the USB file transfer.
10. After the USB File Transfer has completed, record the Warranty Claim Code. Claim Code location is highlighted at the end of this procedure.
11. Select Proceed Same VIN.

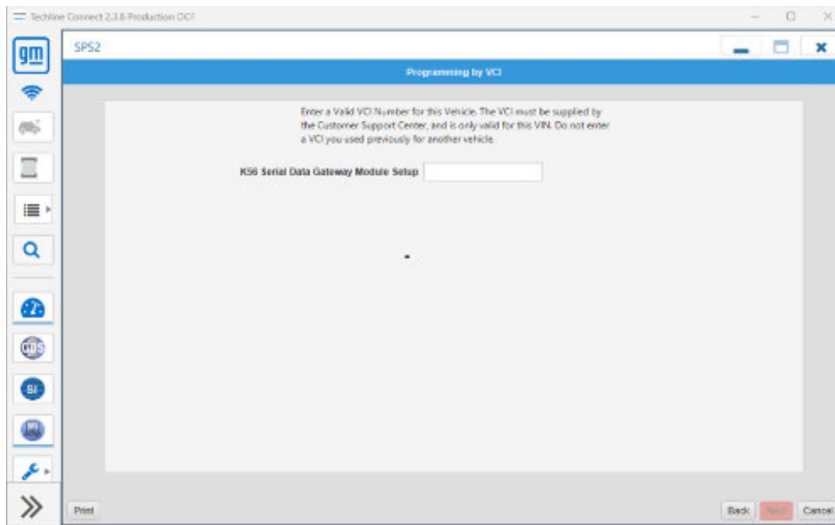
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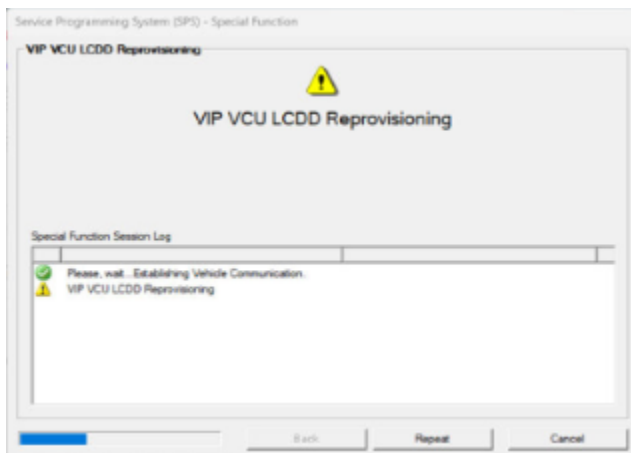
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12. Select Serial Data Gateway Module, Setup, and VCI as indicated above.



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13. Enter the VCI number for setup provided by TCSC, then select "Next".

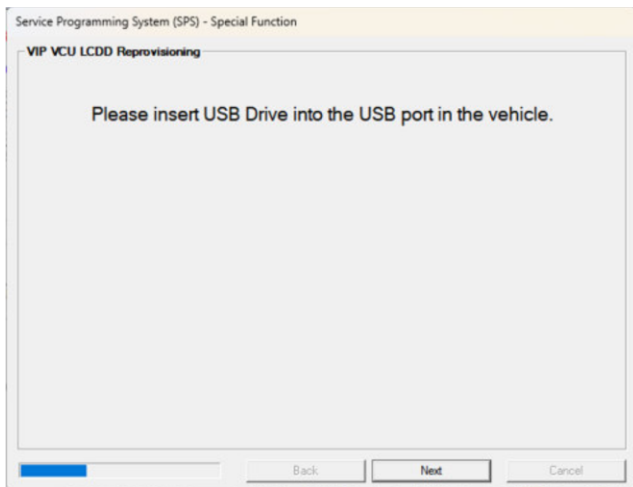


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14. Follow the on-screen instructions to complete the Serial Data Gateway Module Setup. "Repeat" Screen may appear during Run/Service Mode procedure, select "repeat" as necessary.

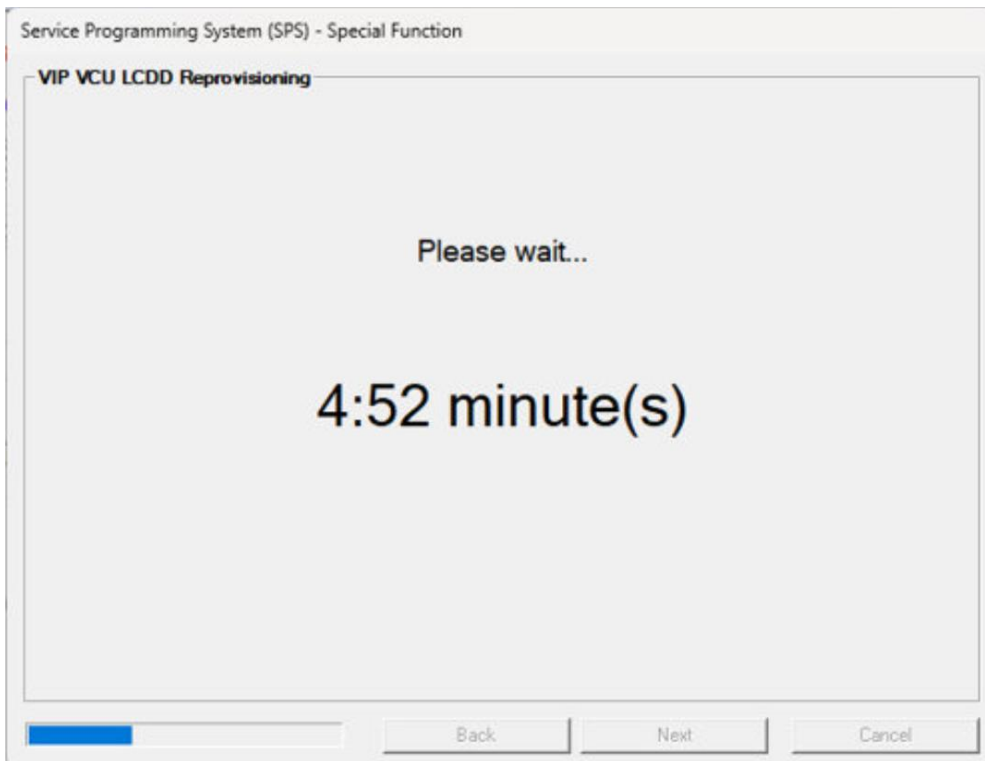
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15. When the above message is displayed, insert the USB-C Drive into the USB-C port of the vehicle. Select "Next" after inserting.



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16. A 5 minute timer will begin counting down on SPS as shown above.
17. The radio display should go black, an "insert USB recovery disk" message will momentarily appear, and then a progress bar will be present (If the message does not present, allow the 5 minute timer to countdown).

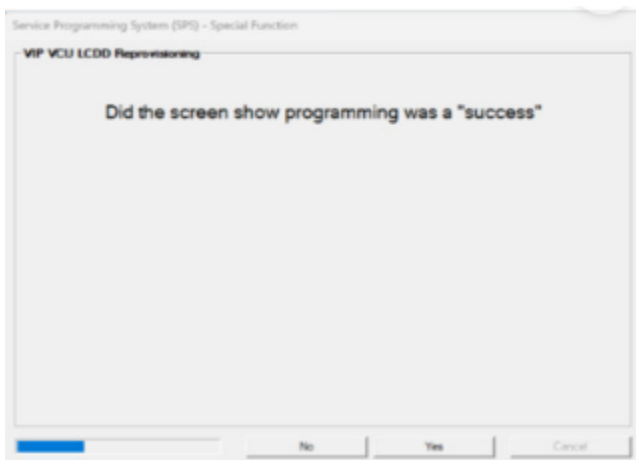
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18. If programming is successful, the above screen will be displayed on the radio display.

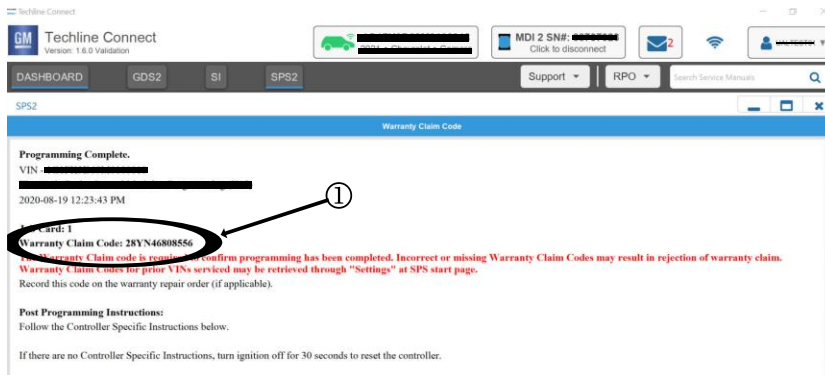


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19. The above screen will be displayed on SPS. Please select the applicable "yes" or "no" option.

- If the LCDD Data Re-Provisioning Success screen did not present after the 5 minute timer, remove the USB-C drive and reinsert, select "No" within the SPS popup, and the procedure will reattempt.
- Select "Yes" if the screen appeared as indicated in the above step.

20. Confirm the Sound Mode menu now opens correctly. Refer to step one. If the menu does not open correctly, repeat the procedure as required until the Sound Mode menu functions as designed.



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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.

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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.

21. Record Serial Data Gateway Module Setup SPS Warranty Claim Code on job card for warranty transaction submission.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealer Reports – For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

