



Service Bulletin

Bulletin No.: 25-NA-085

Date: April, 2025

TECHNICAL

Subject: Radio Software Update W36E-179.1.2-M174-SQBR6-151.2

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

Involved Region or Country	North America, Argentina, Brazil, Bolivia, Chile, Colombia, Peru, Middle East, Israel, Palestine, South. Korea
Additional Options (RPOs):	INFOTAINMENT - VIRTUAL COCKPIT SYS - HIGH (RPO IVE)
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 software anomalies.
Correction	A new radio software update, version is W36E-179.1.2-M174-SQBR6-151.2, was released to service for vehicles equipped with Infotainment system RPO IVE being brought into the service department. Along with the vehicles mentioned above; fleet customers may need the dealer to reprogram the radio with the new software package. In addition to providing general robustness and stability enhancements, this update includes all enhancements from previous software version releases. Caution: To avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.

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:

Apple CarPlay

- CarPlay black screen
- CarPlay crashed and disconnected while driving
- CarPlay phone calls either switching back to my phone
- Map view displays blank activity instead of CarPlay route when CP is navigating
- Microphone indicator remains active if CarPlay is disconnected during Siri session
- Not connecting
- Loss of phone and radio audio, but chimes can be heard
- When playing music through wired CarPlay, and you receive phone call after hanging up when adjusting volume, it will be stuck on adjusting phone volume and not music volume.
- Wired CarPlay is not resumed after cold IGN cycle

Apps

- Cadillac Escalade V-series only: Performance timer not working in Long wheelbase (LWB).

Automatic Park Assist

- Camera Viewport partially visible on APA screen

Audio

- Lost media audio and VR/Phone call audio after sources switch
- Audio cuts out each time drive mode is pressed
- Audio did not resume after mute/unmute
- Audio doesn't work but chimes do
- Audio is cracking
- Choppy audio (Cadillac only)
- FM tuner audio muted at start up
- Lost audio after DIC notification
- The Max volume at Start up setting is seemingly not working as expected
- No audio after ending OnStar call
- Phone audio and radio inoperable. Chime ok.

Audio Source

- Switching Audio source doesn't work properly

Black Screen

- Black screen on radio display for few seconds

Bluetooth

- Unable to delete or disconnect Bluetooth through connection page

Camera

- Backup camera view flickering between front and rear views
- Black screen when shifting from R to P
- Camera app inoperable when switching to reverse or clicking camera icon
- Camera App launched with Video Feed and Buttons but no background in Reverse from APA app
- Camera app not launching from FCC or main screen. RVC ok
- Camera image shows wrong vehicle
- Camera performance
- Camera View Stuck after Pressing 360 Hard Button, Recovering During Drive
- Delayed camera bring up
- Green camera feed/picture is displayed in the top-down views
- HMI covers the Rear View for half a second
- Inoperable
- No rear camera
- No RVC- Red Camera Icon
- RPO 9C1 only- Ignore the RVC min Brightness when gear is valid but not in reverse
- RVC black screen
- The camera view and menu will display after 12s when switching gear from P to R after long boot cycle.
- Turn signal camera background is transparent
- When in reverse wrong view is displaying

Cluster

- Frequent Dimming of Cluster when on Active Bluetooth call
- After ignition cycle cluster is displaying map view first and later changing to single gauge view.
- Black screen
- Cluster Display EV on ICE Vehicle

- Cluster speedometer is covered by Audio Source and Recent Calls list pop-up (8-inch cluster only)
- Does not show 10th gear
- False Jack Knife Alert, incorrect TAA after shifting to reverse
- Rear Pedestrian Collision Alert when setting gear into Reverse in Background up APA page.
- Red Jack-Knife Alert dismissed by automatic view change
- The Trailer alert cannot display in cluster when sending related signal.
- (Buick and Cadillac only) Left side of cluster touch inoperable
- Right side of cluster audio metadata disappears

Connectivity

- Inoperable

Display

- Background Theme mismatch between IPD and VCD after USB SW flash
- Settings app icon disappear on home screen after unlocking profile, the home screen is empty
- Black screen after updating the radio
- Black screen
- Black screen is stuck when shifting from reverse to park
- Buttons change volume but volume level not visible when changing using steering wheel controls.
- Default theme is not applied on the VCU home screen
- Display brightness does not return to Day Mode from Night Mode
- GMC approach Animation disables on driver door close
- When launching Video application, video metadata or empty card will be shown in custom home page
- The FCC and RCC may take longer to come on than other displays
- The theme color of app tray will change blue after factory reset
- Themes app showed up itself on home screen and not changing theme properly
- Wrong theme is shown when selecting a different theme
- After ending a call via Bluetooth the infotainment screen went completely black for approximately 30 seconds

Front Command Center (Cadillac Only)

- Black screen
- FCC keyboard does not dismiss when navigating away from text prompt with MFC
- Keyboard does not display
- Keyboards stuck 5s and FCC black 2s when tapping hide keyboard button on FCC
- Keyboard Unavailable while driving" is displayed in FCC when in park and vehicle is not moving
- When in infotainment mode only IGN off the FCC will be blank
- Unable to change FCC View Layout. Only HVAC, LKA and camera functions are working and does not recover after an ignition cycle

Front Camera

- Black Screen

Geofence

- Ride height location is saved and no other popup is displayed

HUD

- Black screen
- The OnStar Advisor call icon and text displayed on the AR HUD are too small

HVAC

- Bottom row HVAC controls not shown on center display – recovered with touching camera app icon
- Fan speed cannot be controlled using Google Assistant voice command
- HVAC hard buttons amber indicators doesn't dim in night-time mode with dimming control switch

MFC

- MFC not working on main screen
- Pop-up notification for using the MFC may not show up on screen and appears to be a touch screen inoperable concern

MyBrand App

- Unable to come out of full screen dialog with spinner from payment App after clicking on Buy now from a data plan from MyBrand Store

MyCadillac App Only

- In vehicle notifications options time out while loading. (Using Sign In with Mobile App)

Radio

- False setting of overtemperature warning

Rear Command Center

- Black Screen
- Reboot

Software Update

- OTA to enable power door options, the menu did not populate until after a cold boot
- Vehicle cannot receive updated to UOTA client app when it has any updates/enhancements available at GM back office to be delivered to vehicle

Stability

- Reboot
- Full shutdown instead of suspend mode- full cold boot will take longer than resume
- Slow boot up
- VCU taking too long to boot up and go into Reverse Camera

Steering Wheel Controls

- Steering wheel next/previous track buttons stopped working
- Steering wheel scroll wheel changes audio station in opposite direction from which the user is scrolling.

Themes

- The themes app is missing and has different theme/background colors on cluster and ICS screens

Trip Odometer

- Trip Odometer value not resetting when pressing reset button

Ultra Cruise

- Ultra Cruise showing up on the Settings App info when it is disabled

Vehicle Status

- The left rear Trailer Tire Pressure/Trailer Tire Temperature High Alert is not displayed next to the left rear wheel
- No vehicle image

Virtual Controls

- Blocked from exiting key fob pairing or from starting a new pairing process
- Child Safety Locks is setting mismatch message on the center display when hitting the CSL button
- Customer will see Vehicle Guide app on IHU home screen and upon clicking it, the MyBrand App will crash because we are still in implementation phase for Vehicle Guide
- Heated seat button inoperable
- Hidden Ambient Lighting
- Inoperative wireless charging buttons showing up in open driver door on approach.
- Lane keep assist defaults to off on startup
- MYBRAND app visibility
- The keyboard may not appear when trying to type on the screen

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.

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.

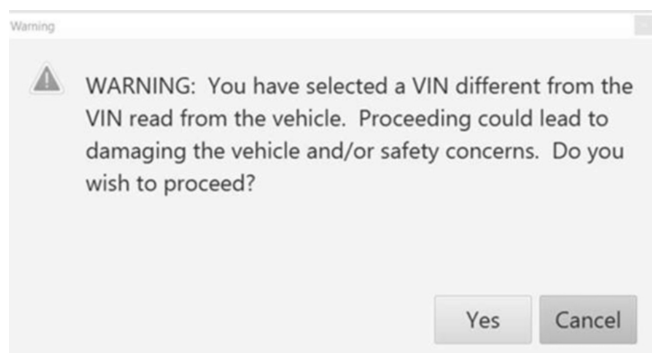
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match 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.

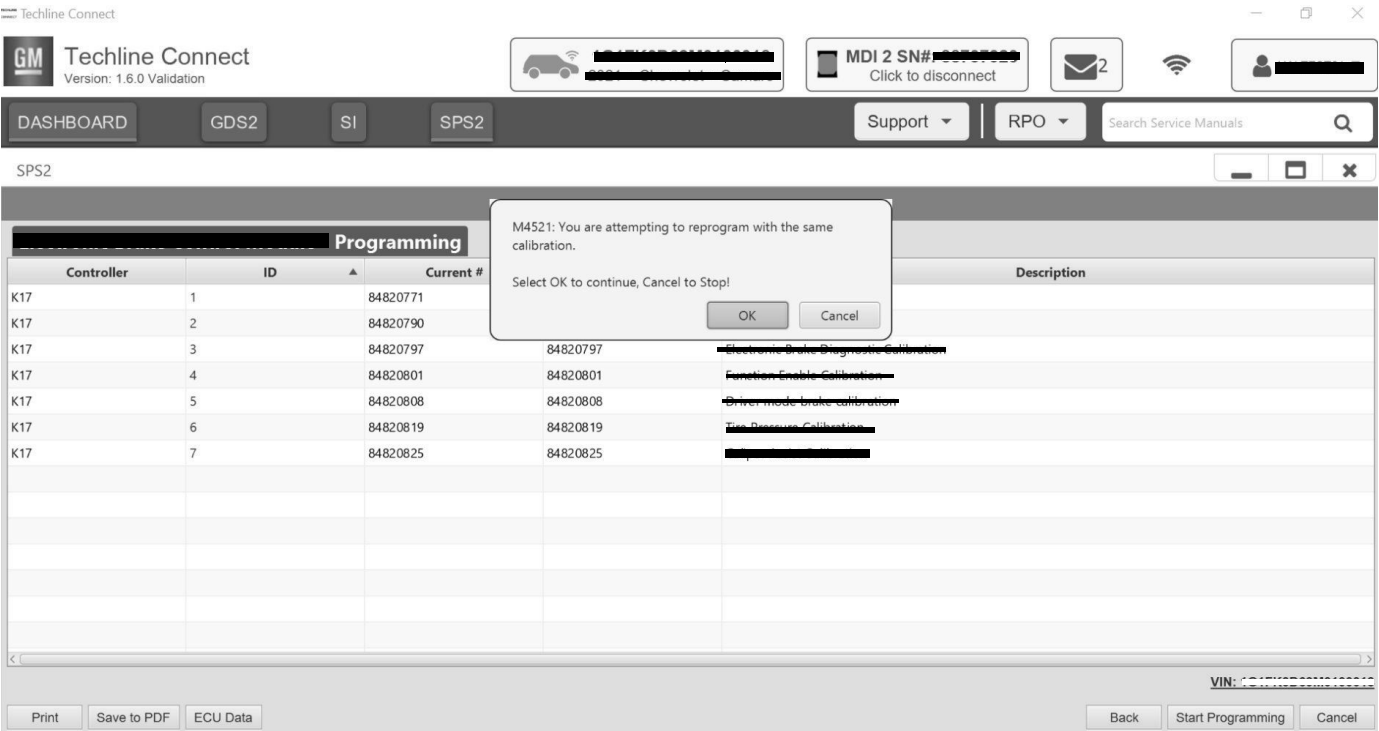
The screenshot displays the Techline Connect SPS2 interface. At the top, the 'Techline Connect' header includes the GM logo and version '1.8.0.2 Production'. Below this is a navigation bar with tabs for 'DASHBOARD', 'GDS2', 'SI', and 'SPS2'. The 'SPS2' tab is active. On the right side of the header, there is a 'Connect Vehicle' button, a notification icon with '1', and a user profile icon. The main content area is titled 'Welcome to Service Programming System 2'. On the left, there is a form for vehicle information: 'VIN:' (with a dropdown menu labeled '1'), 'Model: Suburban - 4WD', 'Type: -', 'Make: Chevrolet', 'Year: 2021', and a 'Job Card:' field. On the right, there is a 'Diagnostic Tool Ready!' section with 'J2534' and a 'Selected Programming Process' dropdown set to 'Reprogram'. At the bottom left, there are buttons for 'Auto Detect New Vehicle' and 'Manually Enter Vehicle'. At the bottom right, there are buttons for 'Auto Detect Tool' and 'Manual'. A status bar at the very bottom shows 'Java Version: 1.8.0_92', 'SPS2 Version: 2.8.5.5060', and 'Windows Version: Windows 10'. There are 'Print' and 'Settings' buttons at the bottom left.

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



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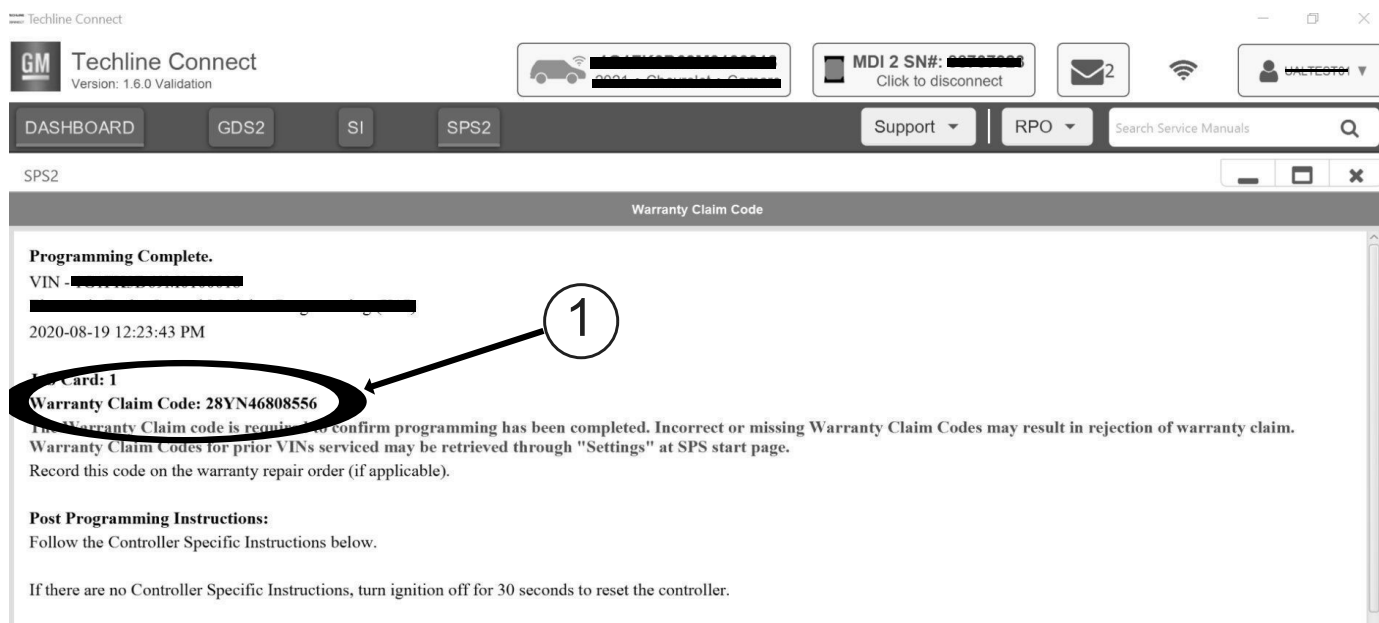


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Important: Techline Connect screen shown above.

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. Refer to Service Bulletin **24-NA-113: Vehicle Wide Programming Instructions** for information on programming.



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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.

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

Warranty Information

For information on the Warranty Claim Code, refer to **24-NA-132: Warranty Administration - Claim Submission**.

For information on the Warranty Claim Submission, refer to **24-NA-132: Warranty Administration - Claim Submission**.

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

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

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- 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

The screenshot shows the GDS software interface. On the left is a vertical toolbar with icons for Job Card, VIN search, Java Version (1.8.0_92), Time, GDS, SI, SPS, Tools, Help, Mail, and User. The main area displays the 'Warranty Claim Code' window, which has tabs for Common, Diagnostics, Logging, Warranty Claim Code, and Local Cache. The 'Warranty Claim Code' tab is active, showing a table with columns: VIN, Module, Function, Warranty Claim Code, and Job Card. The table contains four rows of data:

VIN	Module	Function	Warranty Claim Code	Job Card
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

At the bottom of the window are 'Ok' and 'Cancel' buttons. Below the window, there are 'Print' and 'Settings' buttons. Two callouts are present: Callout 1 points to the 'Settings' button, and Callout 2 points to the 'Warranty Claim Code' tab.

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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.

Version	1
Modified	Released April 02, 2025

