



Service Bulletin

Bulletin No.: 25-NA-086

Date: April, 2025

INFORMATION

Subject: Information on Introduction to Dolby Atmos and FAQs

This Service Bulletin replaces PIT6316. Please discard PIT6316.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	OPTIQ	2025	2025	—	—	All	All
	VISTIQ	2026	2026				

Involved Region or Country	North America, Middle East, Israel, Egypt
Additional Information (RPOs):	INFOTAINMENT - VIRTUAL COCKPIT SYS - HIGH, (RPO IVE), SPEAKER SYSTEM - PERFORMANCE AUDIO, BRANDED SURROUND AMPLIFIER (RPO UQP)
Concern	After a vehicle is installed with radio software W36E-179.1.2-M174-SQBR6-151.2, Dolby Atmos is now enabled in the vehicles audio system. Customers can now listen to audio with surround sound technology to provide an optimal immersive audio experience.

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

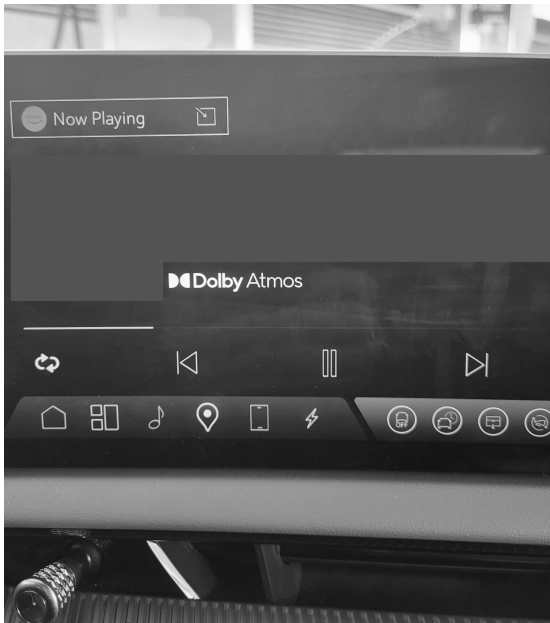
To listen to audio in Dolby Atmos, the customers vehicle must meet the following criteria:

- They must have an active OnStar service plan and is signed into the vehicle with a Google account. Once that is verified, the customer can download a compatible streaming service through the radio.
- Currently, Dolby Atmos is only supported on TIDAL or Amazon Music Unlimited applications when downloaded directly to the radio.

Note: Dolby Atmos is not supported when streaming over a mobile device.

Note: When audio is playing that is not in Dolby Atmos format, the audio system may not utilize all the speakers in the vehicle.

- Once a supported application is downloaded to the radio, the customer can open the compatible music streaming app and search for Dolby Atmos supported titles. They can then favorite or add songs to a playlist and start streaming your favorite Dolby Atmos mixed playlists or stand-alone songs.
- When a customer is listening to a Dolby Atmos formatted song, it will display on the radio that the song is being played in Dolby Atmos as seen in the picture below.



6899176

Version	3
Modified	Released April 02, 2025 Revised April 17, 2025 – Added Cadillac VISTIQ and a graphic to Service Procedure. Revised April 24, 2025 – Changed RPO UPQ to UQP.

