



Bulletin No.: PIC6443A
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Preliminary Information

PIC6443A Radio Continuously Scrolls Through Favorites - Menus or Changes Volume Immediately Following Infotainment Control Switch Replacement

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CT4	2021	All	All	All	All
Cadillac	CT5	2021	All	All	All	All
Cadillac	Escalade	2021	All	All	All	All
Cadillac	Escalade ESV	2021	All	All	All	All

Involved Region or Country	North America, Russia, Middle East, Israel, Palestine, Japan, Cadillac Korea
Additional Options (RPO)	IOS, IOT, or IOV
Condition	Dealer technicians may comment that immediately following S165 Infotainment Control Switch replacement that the radio may begin to scroll through Favorites or other menus being displayed on the radio, or that the volume is changing on its own.
Cause	This may be caused by a software anomaly impacting certain S165 Infotainment Control Switch service parts.

Correction:

This updated switch can now be ordered through the regular GM CCA parts process.

Use the vehicle identification number (VIN), SI, and the GM Electronic Parts Catalog to determine the correct part to order.

Version History

Version	2
Modified	08/10/2021 - Created on. 11/09/2021 - Updated to notify good parts are available.



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