

Subject: Engineering Information – Steering Wheel Button for Cruise Control and/or Radio Control are Not Responding When Pressed

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL. Refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2023	2023	—	—	—	—

Involved Region or Country	U.S. Dealers ONLY
Condition	Some customers may comment that the steering wheel button for the cruise control and/or radio control are not responding when pressed.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

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.

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below with your findings:

1. Is the vehicle out of Transport mode currently?
2. When and how many times has the vehicle been put in and out of transport mode?
3. Are there any recent updates with SPS?
4. Are there any haptic feedback responding on the steering wheel?
5. Are the steering wheel control backlights on and dim with the dimmer switch?
6. Are the controls on the left hand and right hand side of steering wheel inoperative?
7. Are the toggle switches on the steering wheel inoperative?
8. Is the heat on the steering wheel inoperative?
Note: The heated steering wheel does not function when in transport mode.
9. Which button press was performed when this issue was observed?
10. Was the vehicle in park or during driving when this occurred?

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
7486138*	Engineering Information - Steering Wheel Button for the Cruise Control and/or Radio Control are Not Responding When Pressed	0.4 hr

*This is a unique Labor Operation for bulletin use only.

Version	1
Modified	Released May 25, 2023