



Service Bulletin

Bulletin No.: 23-NA-120

Date: July, 2023

TECHNICAL

Subject: Information on Lower Steering Wheel Controls Inoperative, DTC B1A37

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2023	2024	-	-	All	All

Involved Region or Country	North America
Condition	Some customers may comment on the lower steering wheel controls not functioning. There may be haptic "click" but the function is not available. During diagnosis a technician may find DTC B1A37 (A failure in a steering wheel control switch circuit is present).
Cause	The cause of the condition may be due to the protective film on the steering wheel switches with the vehicle in the "on" position.
Correction	To prevent the issue, remove protective film on switches during PDI while the vehicle is asleep. To correct the issue, allow the vehicle to go through a sleep cycle of at least 15 minutes and then try to operate the switches again.

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.

Parts Information

No parts are required for this repair.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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