



Bulletin No.: PIT5878E

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Preliminary Information

PIT5878E LYRIQ BEV Heat - Defrost - AC - Battery Cooling - and Air Conditioning Performance Concerns

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	LYRIQ	2023 - 2024	All	All	All	All

Involved Region or Country	North America & GM China
Additional Options (RPO)	CJ2 Or CJ4
Condition	<p>Some customers may experience one or more of the following conditions:</p> <ul style="list-style-type: none"> 1) Heat Inoperative 2) AC Inoperative 3) Any HVAC actuator concerns. 4) Any DTC's related to the HVAC system 5) Any DTC's related to the battery heating and cooling system 6) Any other issue that is related to the HVAC system
Cause	LYRIC BEV Heat and HVAC system mechanical diagnostics are still being developed with engineering support.

Correction:

Before starting any performance or mechanical diagnosis or repairs:

- 1) Please create a TAC case through the Dealer Case Management system.
- 2) Please document any customer complaints, symptoms, and DTC's.
- 3) Once a TAC case is established, you should expect to be contacted as soon as possible by a LYRIQ level 2 specialist.

Version History

Version	6
Modified	12/17/2021 - Created on. 01/18/2022 Change verbiage in model for HUMMER EV.

06/29/2022 Adding LYRIQ Models for US and China to the PI
03/23/2023 Adding HUMMER EV 2023 Model year
04/14/2023 Adding HUMMER EV 2024 SUV Models
07/11/2023 Removed Hummer Models per the BQM and program Team



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