



Service Bulletin

Bulletin No.: 23-NA-168

Date: September, 2023

INFORMATION

Subject: Velocity IME Upgrade Information

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2024	2024	—	—	—	—

Involved Region or Country	North America
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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.

Information

What is Velocity?

Velocity is a vehicle software update that enables quicker acceleration. This upgrade will be available for purchase that replaces the existing Sport mode for quicker acceleration, improving the 0-60 mph speed by up to 0.3 seconds. This upgrade is available as a one-time purchase.

How can the Feature be purchased?

U.S. Customers: It can be purchased via the MyCadillac Mobile App (using the "Shop" tab), on the web at cadillac.com or by pressing the blue OnStar button in the vehicle to speak to an advisor.

Canada Customers: It can only be purchased by pressing the blue OnStar button in the vehicle to speak to an Advisor. Additional purchase options (e.g. Mobile App) will be available at a future date.

What vehicles can have this enhancement?

Model Year 2024 Cadillac LYRIQ AWD Models.

Can this upgrade be enabled via SPS or Scan tool?

No, this can only be installed via OnStar Backoffice.

What happens if the vehicle does not have an active OnStar service plan?

If the vehicle does NOT have an active OnStar service plan or Basic Plan, it would not be enrolled into an OTA software update campaign. An active service plan is required to receive an update.

What modules are updated?

A11 Radio and K107A Drive Motor Control Module 1. Some Model Year 2023 Lyriqs may require the latest software via OTA or SPS2.

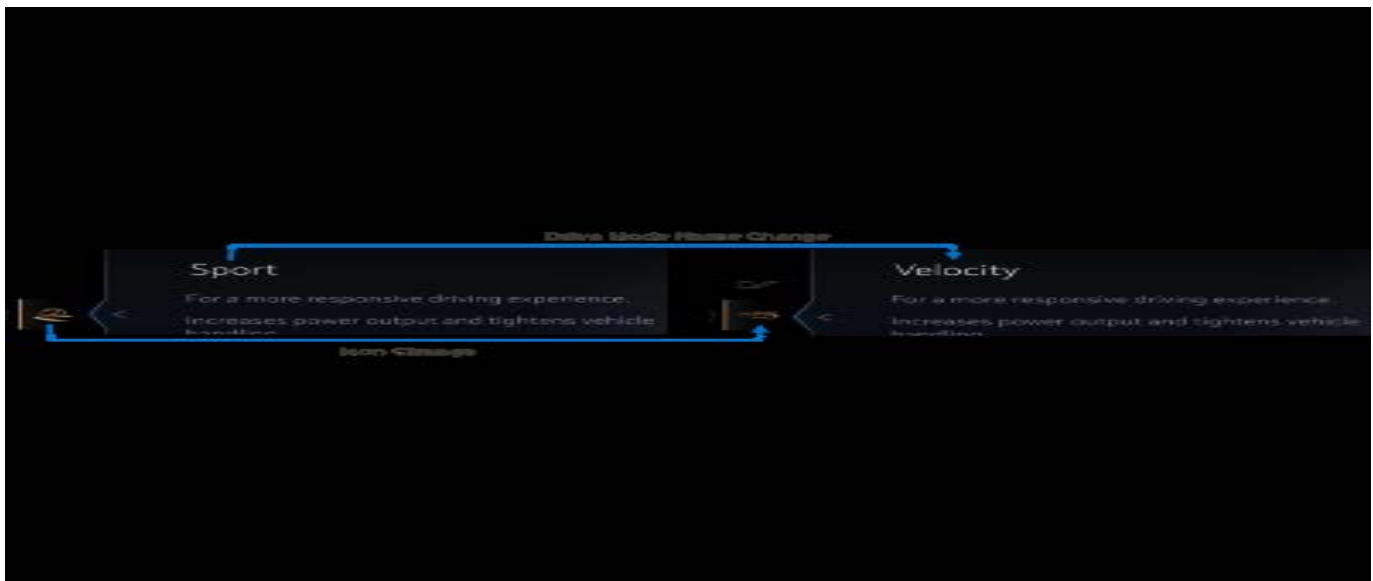
What happens if a module is replaced?

Replaced modules should be flashed with the latest and greatest software and any purchased IMEs will be automatically sent to the car when it reconnects to the OnStar Backoffice.

How do you know the upgrade was installed successfully?

After installation, there will be an option in the Driver Mode App on the center display.

Sport mode will be replaced by the Velocity Icon.



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Why can't the OTA Update install?

Conditions have not been met if the update is visible but is greyed out and cannot be selected to install.

1. A low 12V state of charge (SOC) or the ambient temperature is below 14°F/-10°C.
2. Recommend using the GR8 or DCBS to charge the 12V battery above 70% SOC and bringing the temperature above 14°F/-10°C.
3. Wait approximately 3 or more hours for the OTA update to become available and not greyed out.

What if the feature is not working?

Customers should contact OnStar and dealers should contact TAC (Technical Assistance Center).

What happens if the customer sells the vehicle?

The upgrade will remain enabled on the vehicle when it is transferred to the new owner.

How can I learn more about OTA and IME updates?

Refer to Service Bulletin 23-NA-125 OTA and IME FAQs or the feature guide available on the [In-Vehicle Technology Library](#).

Version	1
Modified	Released September 14, 2023

