

**Subject:** Engineering Information - Potential Issue with Themes and Velocity Mode After Performing Ultium Software Update

**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 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	2024	2024	—	—	—	—

<b>Involved Region or Country</b>	<b>U.S. Dealers ONLY</b>
<b>Condition</b>	The purpose of this PI is to notify dealers that a condition may exist when updating the VCU with the latest software. If the VCU software is updated and the owner has purchased Velocity and/or Themes this update will remove these upgrades from the vehicle.
<b>Cause</b>	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.
<b>Correction</b>	For the affected vehicles, dealers are not to perform PIT6065B: Software Update on GM Ultium Vehicles. To identify if a VIN is affected, please Review Investigate Vehicle History in Global Warranty. The affected VIN's have been loaded for your reference.  Once updated software is available, this PI will be updated along with Global Warranty.

**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.

**VIN Verification of Affects Vehicles**

To verify if a VIN is impacted by this **PIE0768**, review the Service Information Section in Global Warranty on the View Vehicle Summary page. If the vehicle is affected, it will show:

Service Information			
Type	Number	Description	Posted Date
EI	PIE0768	Potential issue with Themes and Velocity Mode after performing Ultium Update	12/4/23

<b>Version</b>	1
<b>Modified</b>	Released December 04, 2023