



Bulletin No.: PIC6498A
Published date: 02/21/2024

Preliminary Information

PIC6498A Error 302 When Using Energy APP

Models

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

Involved Region or Country	North America
Additional Options (RPO)	UE1
Condition	Customer may comment that they get error 302 when using Energy App .
Cause	This concern is due to a software anomaly.

Correction:

Engineering is aware of the concern and working on the field fix. The PI will be updated when a fix is made available. Until a fix is available, the concern may be corrected by accessing the infotainment system Settings, Accounts and select to remove the Google and Vehicle accounts from the infotainment system and then sign in again.

Do Not replace any parts at this time.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3487798	Remove Vehicle Account From The Infotainment System And Resign In Again For Error 302 In Energy APP	.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	2
Modified	03/28/2023 - Created on. 02/21/2024 - Updated Model Year.



GENERAL MOTORS