



**Bulletin No.:** PIT6327  
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## Preliminary Information

### PIT6327 K73 Telematics Communication Interface Control Module Losing Cellular And Data Connectivity Temporarily

#### Models

**Brand:** Cadillac **Model:** Escalade IQ **Model Years:** 2025 **VIN:** from All to All **Engine:** All **Transmissions:** All

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO)</b>	UE1
<b>Condition</b>	Customers may report a loss of connectivity resulting in a loss of connected services such as no internet communication, Loss of Google Automotive Services, Loss of Google Navigation Service, Loss of Super Cruise, and unable to connect to OnStar. This may occur temporarily during an ignition READY cycle and usually recovers on it's own, or recovers after a vehicle sleep cycle.
<b>Cause</b>	The K73 Telematics Communication Interface Control Module intermittently and temporarily goes offline.

#### Correction:

This is a software anomaly. Please do not reprogram or replace any parts at this time. In the event the K73 Telematics module does not recover after a sleep cycle, please power down the K73 Telematics module by removing the F31RA (5 amp) fuse located in the X53A rear compartment electrical center for 2 minutes, reinstall and verify the K73 Telematics module recovers.

The PI will be updated or replaced with TSB once a determination has been made

#### Version History

<b>Version</b>	1
<b>Modified</b>	1/28/2025 - Created.