



# Service Bulletin

Bulletin No.: 25-NA-070

Date: March, 2025

## INFORMATION

**Subject: Information on Super Cruise IME Recognition**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT4	2021	2021	—	—	All	All
	CT5	2021	2021				
	Escalade Models	2021	2021				

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p>Some customers may comment that the Super Cruise enhancement purchased through the OnStar application has failed installation.</p> <ul style="list-style-type: none"> <li>• Message on infotainment screen indicates "Installation Failed, See Dealer."</li> <li>• OnStar advisor referred customer to dealer to complete Super Cruise enhancement installation. The Super Cruise Enhancement is an Over The Air (OTA) one time purchase that enables additional Super Cruise features such as: <ul style="list-style-type: none"> <li>- Automatic Lane Change: enables vehicle to automatically pass slower vehicles in your lane without having to touch any controls.</li> <li>- Trailing: allows Super Cruise to recognize when your vehicle is pulling a trailer, automatically adjusting safe stopping distance. ALC will be temporarily disabled while Trailing is activated.</li> </ul> </li> </ul> <p><b>Note:</b> This is a customer pay enhancement through the OnStar application. Customers should first contact OnStar to resolve the OTA installation.</p>
<b>Cause</b>	The cause of the condition may be that the feature is no longer available to purchase via the Cadillac Brand App.
<b>Correction</b>	This feature enhancement is no longer available through the MyCadillac Brand App and is no longer supported.

**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.**

### Service Procedure

There is no Service Procedure as the feature enhance is no longer available through MyCadillac Brand App. Customers are advised to first contact OnStar to resolve the OTA installation.

<b>Version</b>	1
<b>Modified</b>	Released March 21, 2025

