



Service Bulletin

Bulletin No.: PIT6384

Date: May, 2025

PRELIMINARY INFORMATION

Subject: HUD Image is Too Low or Duplicated Image

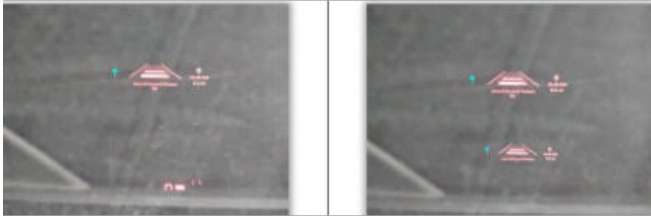
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2026		All	All	All	All
Cadillac	VISTIQ	2026		All	All	All	All

Involved Region or Country	United States, Canada, Mexico, Europe, Middle East, Israel, Palestine, Brazil (Mercosur), Chile (West), Colombia (West), Japan, S. Korea, Australia/New Zealand, Egypt
Additional Options (RPO)	Equipped with RPO UAS & LHD
Condition	Some customers may comment that the Heads-up Display (HUD) image is displayed too low on the windshield or may have a duplicate image if navigation is set in assist view.
Cause	The cause of the condition may be software anomalies.

Correction

Service procedure

1. Verify that the image of the HUD is very low on the windshield.
 - a. Switch the HUD image to assist view on the left-hand side of the display. Verify if HUD image is either too low or a double image of the assist view HUD Projection (see images).



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1. Verify the Radio is on the latest SW.
2. Verify the HUD is on the latest SW on SPS.
3. Complete a reset on the HUD in GDS.
 - a. Select: (P29) Head-up Display Module
 - b. Select: Configuration/Reset Function
 - c. Select: Reset Functions
 - d. Select: Control Module Reset
 - e. Turn off ignition.
 - f. Follow on screen prompts.
4. If all the steps above do not improve the concern, follow SI diagnostics.

Engineering is currently investigating.

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

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
*3480928	Verify HUD image is low or duplicated and reset the HUD Via GDS	0.3 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	05/20/2025 – Created on.

