



Service Bulletin

Bulletin No.: PIC6619

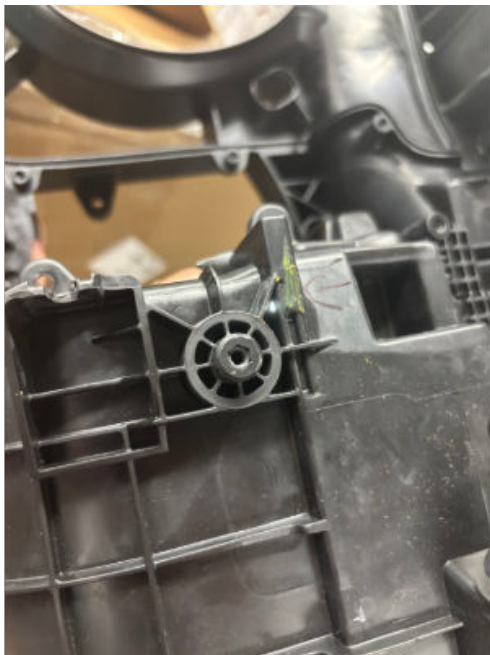
Date: September, 2025

PRELIMINARY INFORMATION

Subject: Passenger Floor Wet / Condensation Leaking From The HVAC Case Assembly

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|----------|--------|-------------|----|------|-----|---------|---------------|
| | | from | to | from | to | | |
| Cadillac | LYRIQ | 2025 | | All | All | All | All |

| | |
|-----------------------------------|---|
| Involved Region or Country | North America |
| Additional Options (RPO) | CJ2 CJ4 |
| Condition | Some customers may comment that the passenger floor is wet due to condensation water leaking from the HVAC case assembly. |
| Cause | The cause of this condition could be a poor casting of the HVAC case assembly, see photos below. |



6998701



6998700

Correction

To repair this concern, replace the HVAC case assembly.

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

| Labor Operation | Description | Labor Time |
|-----------------|---|--------------------|
| 4412400 | Air Conditioning Evaporator and Blower Case Replacement | Use Published Time |

Additional SI Keywords

leak, leaks, condensation, floor, AC, air conditioning

| | |
|----------|-----------------------|
| Version | 1 |
| Modified | 09/08/2025 Created On |