



# Service Bulletin

Bulletin No.: PIC6621

Date: October, 2025

## PRELIMINARY INFORMATION

**Subject:** Roll Windows Down / Up Message

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2023 - 2026		All	All	All	All

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may intermittently see a message instructing them to roll down then up one or more windows. Despite the message, the windows continue to operate normally.
<b>Cause</b>	Engineering is currently investigating.

### Correction

Test the 12 volt battery.

Check 12 volt battery cable connections.

If no issues are found, Do Not replace any parts.

Engineering is currently investigating.

In the meantime, please advise customer they may continue to drive the vehicle.

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
*1080778	Check 12V Battery and cable connections.	0.5 Hr.
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	1
<b>Modified</b>	10/3/2025 Created

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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