



# Service Bulletin

Bulletin No.: PIC6635

Date: December, 2025

## PRELIMINARY INFORMATION

**Subject: Radio USB Update Unsuccessful**

| Brand:   | Model: | Model Year: |    | VIN: |     | Engine: | Transmission: |
|----------|--------|-------------|----|------|-----|---------|---------------|
|          |        | from        | to | from | to  |         |               |
| Cadillac | LYRIQ  | 2024        |    | All  | All | All     | All           |

|                                   |   |
|-----------------------------------|---|
| <b>Involved Region or Country</b> | All Regions and Countries   |
| <b>Additional Options (RPO)</b>   | IVD   |
| <b>Condition</b>                  | Technicians may try to USB update the A11 Radio while performing 25-NA-371 and if they saw 57% and show a "Recovery Mode" on the Radio display, they will need to retry programming on or after 12/16/2025. |
| <b>Cause</b>                      | Software anomaly.   |

### Correction

If the vehicle has had N252500680 completed, the vehicle will be fine to USB update to 25-NA-371.

If the vehicle has not had N252500680 completed, the radio will need to be USB updated and programmed.

After the first USB updating/programming is completed, it will need to be USB updated again to complete 25-NA-371.

If needing any programming assistance, please contact Techline.

|                 |                          |
|-----------------|--------------------------|
| <b>Version</b>  | 1                        |
| <b>Modified</b> | 12/16/2025 - Created On. |

