



Service Bulletin

Bulletin No.: PIC6635A

Date: December, 2025

PRELIMINARY INFORMATION

Subject: Double USB Update A11 Radio and Grey Reverse Camera Image

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

| | |
|-----------------------------------|---|
| Involved Region or Country | All Regions and Countries |
| Additional Options (RPO) | IVD. UXN W/O CTT and/or PZ8 |
| Condition | Technicians may need to double USB update the A11 radio regarding 25-NA-371. Some technicians may notice after performing 25-NA-371, the rear camera will become grey/white with no camera image present. |
| Cause | Software anomaly. |

Correction

For determining which vehicle needs to have the double USB update performed, please read below.

- If the vehicle has had N252500680/24-NA-193 completed, the vehicle will be fine to USB update to 25-NA-371.
- If the vehicle has not had N252500680/24-NA-193 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.

For vehicles with the grey rear camera concern after USB updating with 25-NA-371, the A11 radio will need to be reprogrammed on or after 12/19/2025.

Do not replace any parts at this time.

| | |
|-----------------|--|
| Version | 2 |
| Modified | 12/16/2025 - Created On. 12/18/2025 - Updated title and correction. |

