



Service Bulletin

Bulletin No.: PIC6620A

Date: April, 2026

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Charge Port Door Hard to Open

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	OPTIQ	2025-2026		All	All	All	All

Involved Region or Country	North America
Condition	Customer may comment that when they press on the Cadillac Emblem to open the charge port door, it takes some force to get it to open.
Cause	Customer pressing in the wrong location on the charge port door.

Correction

Before replacing parts for any binding types of complaints, technicians are asked to verify with the customer how they are trying to open the charge port door.

To open the charge port door, the operator needs to press in the upper RH corner of the door as seen below.

The Cadillac emblem is not a functioning button.



7003476

The button location is up in the top right corner behind the charge port door on the backside panel, see image below



7003479

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.

Version	2
Modified	09/26/2025 - Created on. 04/22/2026 - Updated Model Years

