

Subject: Engineering Information - Backlight on Infotainment and Cluster Screen is Black and/or Blank

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2023	2024	—	—	—	—

Involved Region or Country	U.S. Dealers ONLY
Condition	Some customers may comment on the backlight on infotainment and cluster screen is black and/or blank.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below with your findings:

1. Pull the diagnostic data information for A11 Radio using GDS2.
2. Collect the DTCs for A11 Radio, and full vehicle if possible.
3. Check if any audio, click-clacks, and seat belt chimes are available.
4. Check if any audio or click-clacks is heard when a screen touch event is performed.
5. Check if the HVAC and the audio control works through the steering wheel controls. Is it available (Y or N)?
6. Check the response for "Hey Google " voice command.
7. With the vehicle in reverse and the brake pedal applied, check for the following:
 - 7.1. Check to see if the rear view camera is available.
 - 7.2. Check the OnStar light to see if it is green or red.
 - 7.3. Check to see if the backlight is available on the screens.
8. Check the brightness to make sure it is all the way high before reporting a black screen.
9. Contact the engineer listed below with your findings.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number

- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2889838*	Engineering Information - Backlight on Infotainment and Cluster Screen is Black and/or Blank	0.5 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released September 18, 2023