



Service Bulletin

Bulletin No.: PIT6409A

Date: July, 2025

PRELIMINARY INFORMATION

Subject: Cannot Log Into MyCadillac App or Download Owners Manual

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	VISTIQ	2026		ALL	ALL	ALL	ALL
Cadillac	Escalade IQ	2026		ALL	ALL	ALL	ALL
Cadillac	Escalade IQL	2026		ALL	ALL	ALL	ALL

Involved Region or Country	North America
Condition	During PDI a technician may notice that the owner's manual will not download when the vehicle is connected to Wi-Fi. A customer may complain that they cannot log into their myCadillac app in the infotainment screen.
Cause	Radio device registration incomplete.

Correction

Hold the mute button on the steering wheel for at least 12 seconds to perform a radio reboot.

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
3481298*	Perform radio reboot by holding mute button on steering wheel for 15 seconds	0.1 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	07/08/2025 - Created on. 07/14/2025- Updated to add models.

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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