



DIGITAL ACTIVATION GUIDE  
JULY 2024

CADILLAC

# GET SET UP FOR DIGITAL ACTIVATION

---

In order to digitally activate your Cadillac vehicle, you'll need:

- A smartphone with the latest version of Cadillac Mobile App installed  
[Download for iOS](#) | [Download for Android](#)
- A MyCadillac Europe Account
- A USB-C cable
- Be in an area with good connectivity (4G icon on the infotainment, and internet connection on your phone)

**Note:** the Cadillac mobile app is currently available only in Switzerland, Germany, France, and Sweden. Make sure your app store is located in the correct country

---

## Prepare the app

1. Open the Cadillac app
2. Select the country of usage
3. Login using your MyAccount account

**Note:** MyAccount country and country of usage must be the same

---

## Connect your phone to the vehicle

1. Pair the mobile phone to vehicle using Bluetooth
2. Connect the device using the USB-C cable / Apple cable.
3. Give all necessary permissions on your phone to successfully connect via CarPlay / Android Auto

**Note:** For iOS – Siri must be enabled on the iPhone

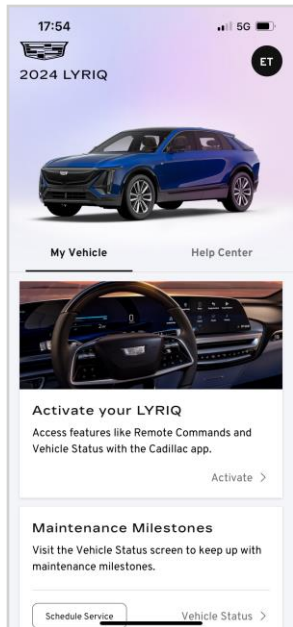


# GO THROUGH THE ACTIVATION

1

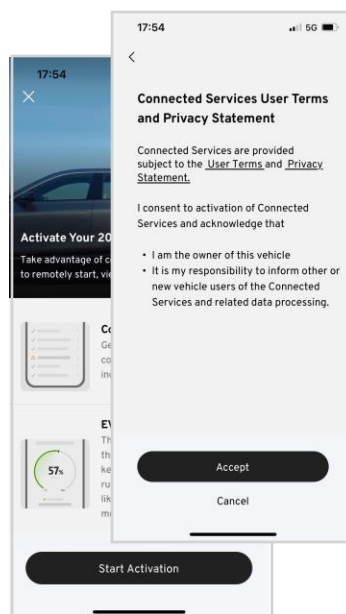
Click on «Activate your LYRIQ»

[What if I don't see «Activate your LYRIQ»?](#)



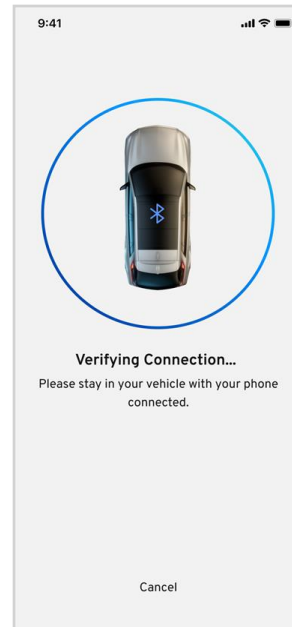
2

Click on “Start Activation”, go through Terms and Conditions, and click on “Accept”



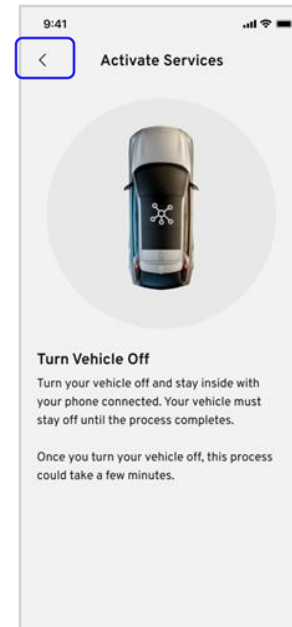
3

Make sure your phone and vehicle are connected (by cable). Accept the prompt on the vehicle's infotainment and, once connection is verified, tap on “Continue”



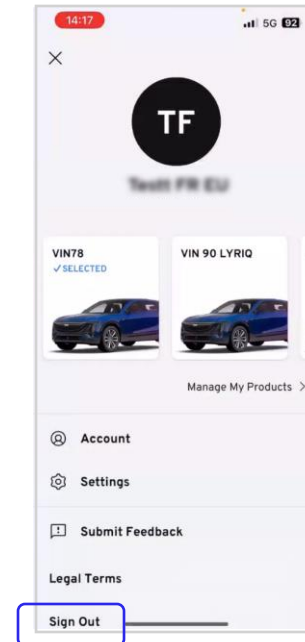
4

Turn the vehicle off, by pressing the “start/stop” button next to the steering wheel, then click on the “<” icon on the top left until you’re back to home screen



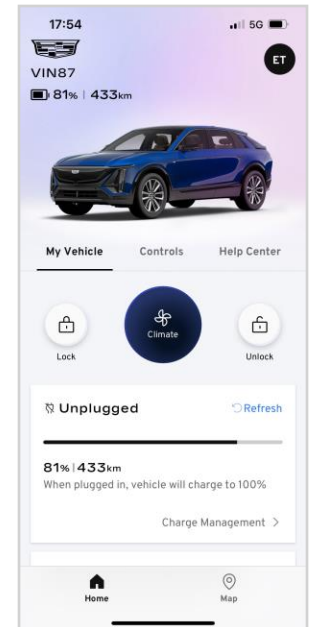
5

Click on the profile icon on the top right and LOG OUT of the app



6

Wait 2 minutes then LOG IN again. You should now see remote commands and vehicle health features



# FREQUENTLY ASKED QUESTIONS

**1. How can I download the Cadillac app?**

The Cadillac mobile app is currently available only in Switzerland, Germany, France, and Sweden. Make sure your app store is located in the correct country.

**2. How can I log-in into the Cadillac app?**

To log-in into the Cadillac app, you need a MyAccount account. You can create one on Cadillac Europe website. Make sure to select the correct country to log-in into the Cadillac app (e.g., if you created your MyAccount account on Cadillac Switzerland website, make sure to select «Switzerland» as country on the mobile app).

**3. What if I can't change the country in the Cadillac app?**

Go in your phone's Settings > Accessibility > Motion, and turn off «Reduce motion».

**4. What if I don't see «Activate your LYRIQ» on the mobile app home page?**

If the home page display the order tracker, click on the profile icon on the top right > Manage my products > Select the vehicle > Get connected and continue with the activation as per instructions in previous page.

If the home page does not display the order tracker, click on the profile icon on the top right > Add product > Manually enter your VIN and continue with the activation.

**5. Where can I find my VIN?**

On the car's windshield, or in the car's registration document.

**6. What if the mobile app does not proceed after «Verifying connection» screen?**

Make sure your phone is connected to the vehicle via Bluetooth **and** cable, and AppleCarplay / Android Auto is enabled. Make sure you accept the «Vehicle-to-phone sharing» prompt on the vehicle's infotainment.

**7. What if the mobile app does not proceed after «Turn off vehicle» screen?**

Turn the vehicle off, use the < icon on the top left to go back to the home screen, log out of the app, wait 2 minutes, and log back into the app.

**8. I've logged back into the app after performing the activation, but I still can't see the remote commands. What should I do?**

Make sure the vehicle is in a place with good internet connection (4G icon should be visible in the bottom right corner of the infotainment). Try to perform again the activation and log out and back in. If you are still encountering issues, contact Cadillac Customer Support.

