

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6288

URGENT - DISTRIBUTE IMMEDIATELY

Date: September 22, 2022

Subject: Stop Delivery Order for Upcoming Safety Recall N222379510

Models: 2023 Cadillac LYRIQ

To: Select Cadillac Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2023 model year Cadillac LYRIQ vehicles in new vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N222379510.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

The driver video display control module in these vehicles occasionally performs a boot-up/shut-down cycle when the vehicle is parked and powered off that can be interrupted if a door is opened. If the cycle is interrupted during a specific five-second window, the driver video display can go blank. This blank-screen condition will normally reset if the vehicle is turned off and turned back on. If this condition occurs and the driver operates the vehicle with the video display blank, the vehicle's instrument panel and other FMVSS-regulated features will not be available, increasing the risk of a crash.

To correct this condition, GM will update the vehicles' video display control module software.

Until further instructions are received, involved vehicles that are in dealers' possession (new vehicle inventory, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display 9/22/2022 under Release Date and "Incomplete – Remedy Not Available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working to develop a remedy as quickly as possible. When a remedy is available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE

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