

# Product Safety Recall

## N222379510 Instrument Panel Display May Go Blank



Release Date: November 2022

Revision: 00

**Attention:** 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 under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery September 22, 2022. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This recall must only be completed by Cadillac dealers who have met EV Readiness Requirements, and the repair must be performed by a technician who has successfully completed the required training.

Involved vehicles will be repaired either through dealer repairs as described in this bulletin or through over the air (OTA) programming. Dealers can and should perform the procedure in this bulletin on any vehicle with an "open" status on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management system. Due to the fact that vehicles will be closed in IVH through successful OTA programming, dealers should always check the status in IVH before performing any vehicle repairs.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	LYRIQ	2023	2023		

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2023 model year Cadillac LYRIQ vehicles. 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.
<b>Correction</b>	GM will update the vehicles' video display control module software. Owners who have accepted applicable terms and conditions will have the opportunity to accept these software changes using wireless over-the-air (OTA) technology without having to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106478*	Erase Infotainment Data and Verify Device Registration Status ONLY After OTA	0.2	ZFAT	N/A
9106344**	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9106345**	Radio Reprogramming with SPS and USB (Includes Radio Reset and Verify Device Registration Status)	1.0	ZFAT	N/A
9106488	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	***

**Important:** \* ONLY use this labor operation if a customer has successfully downloaded an OTA and is coming into the dealership for assistance with erasing the Infotainment Data, verifying device registration status, re-pairing their device(s), logging back into their Google account, and re-downloading any previously installed Apps.

**Important:** \*\* To avoid warranty transaction rejections, carefully read and follow the instructions below:

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Labour Time [Top]

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

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- The Warranty Claim Code from the programming event must be accurately entered in the “Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “Warranty Claim Code field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

### Warranty Claim Code Information Retrieval

VIN	Module	Function	Warranty Claim Code	Job Card
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

**Note:** To avoid having to “H” route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

### Floor Plan Reimbursement – NEW INVENTORY ONLY

\*\*\* **USA Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This

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reimbursement is limited to the number of days from the date of the stop delivery message (September 22, 2022) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 50 days):

Vehicle	Floor Plan Reimbursement Amount
2023 Cadillac LYRIQ	\$10.36

### Service Procedure

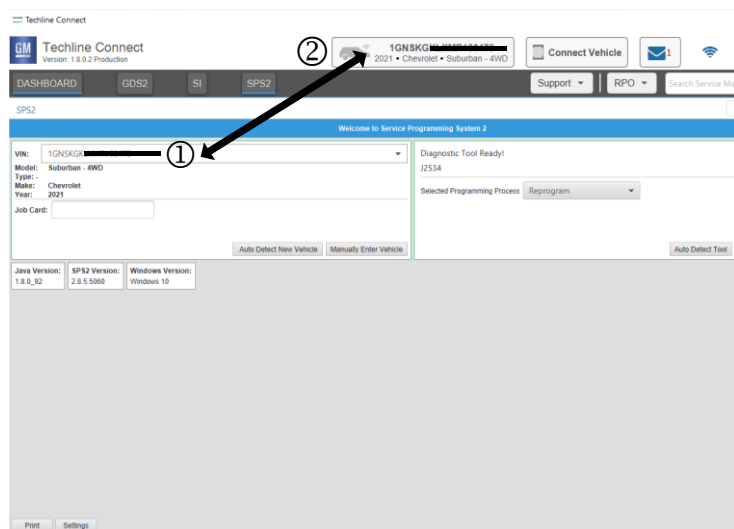
**Note:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.

**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.

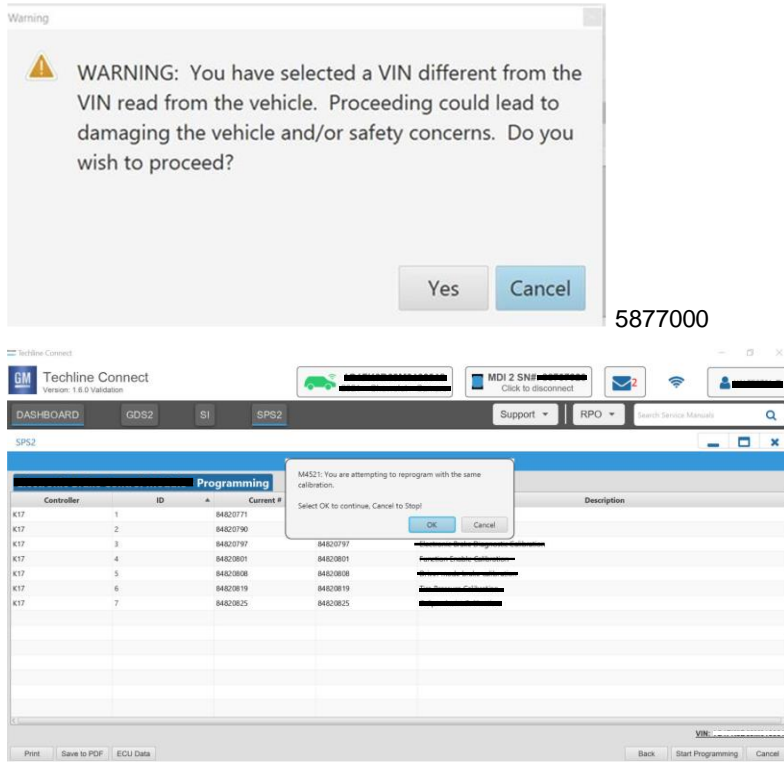


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**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.

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**Important:** Techline Connect screens shown above.

**Important:** If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

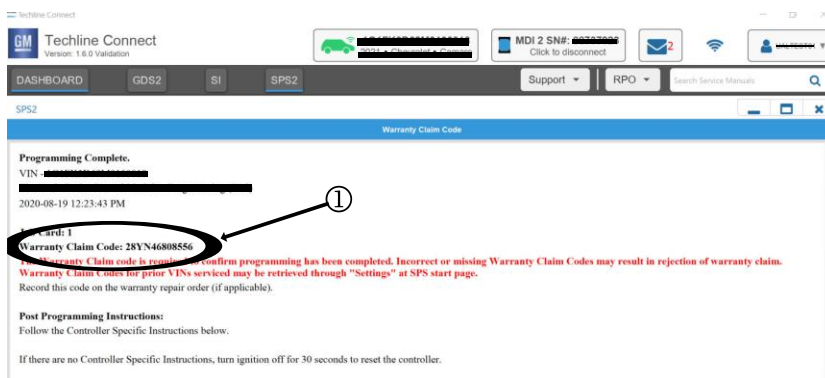
**Important:** This vehicle is equipped with USB-C. A USB-C to USB adaptor will be required to update the radio for this field action.

**Important:** DEMO mode MUST be turned off before programming. When the vehicle is turned on and the vehicle is in DEMO mode, select "REGISTER" and accept the terms and conditions.

**Important:** This programming event requires both SPS programming AND USB programming of the radio.

**Note:** The display may go blank or flash during the USB programming update. This is normal.

1. Reprogram the radio. On the SPS Supported Controllers screen, select A11 Radio – USB Copy/ USB File Transfer. Refer to *A11 Radio: Programming and Setup* in SI.
2. Reprogram the radio. On the SPS Supported Controllers screen, select A11 Radio – Programming and then follow the on-screen instructions. Refer to *A11 Radio: Programming and Setup* in SI.



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**Note:** The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

3. Record SPS Warranty Claim Code on job card for warranty transaction submission.

**Important:** After the programming event has completed, the following three steps **MUST** be performed.

4. Record the currently saved radio presets and customer downloaded Apps from the radio.

**Important:** Erasing the Infotainment data will delete all of the radio presets. Any currently paired devices will need to be re-paired for both Bluetooth and Wi-Fi. The customer will need to log back into their Google account on the radio and re-download any Apps they previously downloaded.



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5. Erase Infotainment Data:

5.1. Go to Settings

5.2. System

5.3. Reset Options

5.4. Erase Infotainment Data



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6. Verify Device Registration status is registered:

6.1. Go to Settings

6.2. System

6.3. About

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### 6.4. Device Registration

7. Inform the Service Advisor these actions have been performed and they will need to inform and/or help the customer re-pair their device(s), log back into their Google account, and re-download any previously installed Apps.

### **Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)**

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### **Dealer Responsibility – All**

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### **Dealer Reports – For USA & Export**

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

### **Courtesy Transportation – For USA & Canada**

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.



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### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**



# IMPORTANT SAFETY RECALL

November 2022

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 model year Cadillac LYRIQ vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall N222379510.
- A software update is available for your vehicle that can be performed remotely with wireless over-the-air technology. If you've already accepted the update, no further action is necessary. If you have not accepted the update, follow the in-vehicle radio prompts or schedule an appointment with your dealer.
- Once the software update is complete, please know that you will need to reconfigure certain vehicle settings or preferences, as they have been altered as a result of the update.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

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.

### What will we do?

GM will update the vehicles' video display control module software. Owners who have accepted the applicable terms and conditions may have already received the update with wireless over-the-air technology and will not have to bring their vehicle to a dealership. GM began prompting owners through the vehicle's radio screen on November 7, 2022. Any owner having received this update through over the air (OTA) technology will not have to bring their vehicle to a dealership. Alternatively, you may schedule to have the updates performed at your dealer. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual time of approximately one hour and five minutes.

### What should you do?

The software update can be performed remotely using wireless over-the-air technology. If you've already accepted the update, no further action is necessary. If you have not accepted the update, you will be notified that the update is available by in-vehicle prompts from the radio display.

The software download will happen in the background and will not require any interaction. Once the vehicle download is complete, you will be asked to accept the software installation. The vehicle must be parked when you accept the installation. It must remain parked, with the ignition in the OFF position, throughout the installation process. Installation will only take up to 25 minutes, and you do not have to stay in your vehicle while the software is installing. Your vehicle will not be operational during



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the installation process and must remain parked while the software is installing to your vehicle.

Once the software update is complete, please know that you will need to reconfigure certain vehicle settings or preferences, as they have been altered as a result of the update.

Upon your next ignition cycle after the installation completes, your vehicle's radio will display a confirmation message that the update was successful. If you receive a message that the installation cannot continue or did not complete successfully, the installation process may retry after your next ignition cycle. If the problem persists, contact your dealer to arrange a service appointment as soon as possible.

You can also decline the update by selecting the "Learn More" button, then "Details" and then the "Decline Update" option. If you decline the update, contact your dealer to arrange a service appointment as soon as possible.

If you need to bring your vehicle to the dealer, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately one hour and five minutes.

When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

### Do you have questions?

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Cadillac LYRIQ EV	1-844-EV-CADILLAC (1-844-382-2345)	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 22V710.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto  
Vice President  
Global Product Safety and Systems

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