

Frequently Asked Questions (FAQs) for Safety Recall N222379510 Instrument Panel Display May Go Blank

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

Q1) Which vehicles are involved?

A1) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2023 model year Cadillac LYRIQ vehicles.

Q2) What is the issue or condition?

A2) 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.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None

Q4) What is the remedy/repair?

A4) GM will update the vehicles' video display control module software.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) 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.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at **no cost** to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, please see the attached bulletin for details.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.