

Reference Number: GCUS-3-3050

Stop Delivery Order for Safety Recall N232404441 - HV Battery Loss of Propulsion - Expansion of Pop

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6699

URGENT - DISTRIBUTE IMMEDIATELY

Date: October 19, 2023

Subject: Stop Delivery Order for Safety Recall N232404441

HV Battery Loss of Propulsion

Expansion of Population

Models: 2023 Cadillac LYRIQ

2023 GMC HUMMER EV

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2023 model year Cadillac LYRIQ and GMC HUMMER EV vehicles. On May 25, 2023, General Motors notified the National Highway Traffic Safety Administration (NHTSA) about a safety recall. The population has since been expanded to include certain additional VINs. The GM recall number is N232404441.

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.

Certain connections within the high-voltage battery pack in these vehicles may be out of position or may not have been correctly welded in the manufacturing process. Under certain circumstances the vehicle may enter a reduced propulsion mode or lose propulsion, which may increase the risk of a crash.

Parts are not currently available, but when parts are available, dealers will replace the high voltage battery pack. When a sufficient quantity of parts are available, the recall bulletin will be updated and re-released, VINs will be moved from "Incomplete. Remedy Not Available" to "Open", and dealers can begin repairing vehicles.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, 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. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this 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. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation Report using Field Action Reports-GFAM within the Maxis Dealer Application in GlobalConnect.

Frequently Asked Questions Document (FAQs)

Attached to this message you will find a document that addresses the 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 "10/19/2023" 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 with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be updated and re-released, and dealers can begin repairing vehicles.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS