

Reference Number: 202305250008

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6587

URGENT - DISTRIBUTE IMMEDIATELY

Date: May 25, 2023

Subject: Update on Stop Delivery - Reference Number N232404440

HV Battery Loss of Propulsion

VINS Moved to Safety Recall N232404441

Models: 2023 Cadillac LYRIQ

To: Select General Motors Dealers

STOP DELIVERY ORDER

As previously communicated on March 24, 2023, via GlobalConnect Message Reference Number 202303240001, certain 2023 model year Cadillac LYRIQ vehicles in new vehicle inventory were placed on stop delivery.

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

The VINS previously included in Stop Delivery N232404440 have been moved to Safety Recall N232404441. All VINS will remain in "Incomplete. Remedy Not Available" status until the bulletin is released.

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.

Parts are not currently available, but when parts are available, dealers will replace the high voltage battery pack.

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.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated to display "05/25/2023" 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 released, and dealers can begin repairing vehicles.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Reference Number: 202305250007

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6588

URGENT - DISTRIBUTE IMMEDIATELY

Date: May 25, 2023

Subject: N232404441 - Safety Recall

HV Battery Loss of Propulsion

Models: 2022 GMC HUMMER EV

To: Vera Cadillac Buick GMC

General Motors is releasing Safety Recall N232404441 for one GMC HUMMER EV vehicle today. The customer owned VIN is 1GT40FDA3NU100231. Please see the attached bulletin for details.

Frequently Asked Questions Document (FAQs)

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.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 25, 2023.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS