

Reference Number: GCUS-3-3068

REVISION: N232404441-02 - Safety Recall - HV Battery Loss of Propulsion

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6696

URGENT - DISTRIBUTE IMMEDIATELY

Date: November 14, 2023

Subject: REVISION: N232404441-02 - Safety Recall

HV Battery Loss of Propulsion

Population Expansion and Bulletin Update

Models: 2023 Cadillac LYRIQ

2022-2023 HUMMER EV

To: All General Motors Dealers

This bulletin has been revised to expand the population to include additional 2023 model year Cadillac LYRIQ and GMC HUMMER EV vehicles. The customer letter has been updated, along with USA and Canada part ordering information. Please discard all previous copies of bulletin N232404441.

Please ensure that you refer to the attached Crate Work Instructions which are specific for Cadillac LYRIQ (also included in the crate).

Certain additional vehicles involved in this recall were placed on stop delivery October 19, 2023. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Please verify a VIN's involvement in this field action by checking in IVH prior to doing any repairs.

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.

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.

Customer Letter Mailing

The customer letter mailing for the added population 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 November 14, 2023. Please hold all warranty transactions until IVH has been updated. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

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