

Reference Number: 202310190008

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6697

URGENT - DISTRIBUTE IMMEDIATELY

Date: October 19, 2023

Subject: N232404442 - Safety Recall

HV Battery Loss of Propulsion

Models: 2023 Cadillac LYRIQ

2023 HUMMER EV

To: Select General Motors Dealers

General Motors is releasing Safety Recall N232404442 today. The total number of U.S. vehicles involved is 4. Please see the attached bulletin for details.

Please hold all claim submissions until October 20, 2023.

This bulletin contains an inspection procedure until remedy parts become available. It is estimated that a very small percentage of the involved vehicles will fail the inspection and require part replacement. Vehicles that are in Dealer Inventory that Do Not Pass the inspection procedure MUST be held and NOT SOLD or Delivered until remedy parts are available (use "Inspection Only – Vehicle Did Not Pass Inspection and Will Require Repair – claim submission will not close field action" labor code 9107011). Vehicles that pass this inspection procedure should be closed using the "Inspect Only – Vehicle Passed Inspection (No Further Action Required)" labor code 9107010.

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 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 October 19, 2023. A list of the involved vehicles and BAC are below.

1GT40FDAXPU100049 – 303403 – 2023 HUMMER EV
1GYKPMRKOPZ002413 – 169196 – 2023 LYRIQ
1GYKPMRKXPZ002127 – 279625 (sold) – 2023 LYRIQ
1GT40FDA9PU100138 – TBD – 2023 HUMMER EV

END OF MESSAGE

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