

Reference Number: GCUS-3-3046

Stop Delivery Order for Safety Recall N232422960 - Pedestrian Friendly Alert May Not Sound

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6690

URGENT - DISTRIBUTE IMMEDIATELY

Date: October 12, 2023

Subject: Stop Delivery Order for Safety Recall N232422960

Pedestrian Friendly Alert May Not Sound During Deceleration

Models: 2023 Cadillac LYRIQ

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2023 model year Cadillac LYRIQ vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about a safety recall that involves these vehicles. The GM recall number is N232422960.

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.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2023 model year Cadillac LYRIQ vehicles. The Body Control Module (BCM) in these vehicles may have been updated with incorrectly calibrated software. This software may cause the vehicles to fail to emit the pedestrian-warning sounds required by FMVSS 141 while decelerating from 30 to 25 kph. A pedestrian may not hear an approaching vehicle equipped with this software, increasing risk of a crash with a pedestrian.

Software is not currently available, but when software is available, dealers are to reprogram the BCM.

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 on October 12, 2023. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

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 "10/12/2023" 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 to develop the remedy as quickly as possible. When a remedy is available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE

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