



IMPORTANT SAFETY RECALL

November 2023

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2023 model year Cadillac LYRIQ vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N232404442.

Why is your vehicle being recalled?

Certain connections within the high-voltage battery pack in this vehicle 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.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your Cadillac dealer will inspect, and if necessary, replace the high voltage battery pack. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Cadillac dealer to have your vehicle serviced. You can also check the status of this recall at: <https://my.gm.com/recalls>.


Do you have questions?

If you have any questions or concerns that your dealer is unable to resolve, please contact the EV Concierge at 1-844-EV-CADILLAC (1-833-382-2345) (TTY 711 / 1-800-833-2438).

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 23V367.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

A handwritten signature in black ink that reads "Regina A. Carto". The signature is written in a cursive style with a large initial 'R' and a long horizontal stroke at the end.

Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N232404442