



IMPORTANT SAFETY RECALL

January 2024

This notice applies to your vehicle, VIN: _____

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 and 2024 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.

<p>IMPORTANT</p> <ul style="list-style-type: none"> • Your vehicle is involved in GM recall N232425220. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge. • As a precaution, owners should not use the rear seat left (driver side) and center seating positions until the remedy is performed.
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Why is your vehicle being recalled?

These vehicles may contain a rear seat belt bracket that was improperly welded to the seat frame by the seat frame supplier. This bracket provides seat belt anchor points for both the rear left and rear center seating positions. A rear seat belt bracket that is not properly welded to the seat frame may not perform as intended in certain crash conditions, increasing the risk of injury. **As a precaution, owners should not use the rear seat left and center seating positions until the remedy is performed.**

What will we do?

Your GM dealer will replace the rear seat cushion frame. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the service correction time of approximately one hour and 45 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

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.

Division	Number	Text Telephones (TTY)
Cadillac LYRIQ	1-844-EV-CADILLAC (1-844-382-2345)	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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 23V785.

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

Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N232425220