

# Safety Recall

## N232404442 HV Battery Loss of Propulsion



**Release Date:** October 2023

**Revision:** 00

**Attention:** 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 under a sale or lease until the defect or noncompliance is remedied.

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.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes unless the vehicle has passed the inspection procedure contained in this bulletin.

**For the HUMMER EV vehicles:** This field action must only be completed by GMC EV certified dealers and repairs must be performed by a technician who has successfully completed the required EV training.

**For the LYRIQ vehicles:** This field action must only be completed by Cadillac dealers who have met EV Readiness Requirements, and the repair must be performed by a technician who has successfully completed the required EV training.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	LYRIQ	2023	2023		
GMC	HUMMER EV	2023	2023		

Involved vehicles are marked “Incomplete. Remedy Not Available” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in two 2023 model year Cadillac LYRIQ vehicles and two 2023 model year GMC HUMMER EV Pickup vehicles. Certain connections within the high-voltage battery pack in these vehicles 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.
<b>Correction</b>	Dealers will inspect, and, if necessary, replace the high voltage battery pack.

### Parts

It is estimated that a very small percentage of the involved vehicles will fail the inspection and require part replacement. For those vehicles that do not pass the inspection, the bulletin will be updated when the remedy and required parts become available, at which time those vehicles can be repaired. No parts are required for this inspection procedure.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107010	Inspection Only – Vehicle <b>Passed</b> Inspection (No Further Action Required)	0.3	ZFAT	N/A
9107011	Inspection Only – Vehicle <b>Did Not Pass</b> Inspection and Will Require Repair – claim submission will not close recall	0.3	ZFAT	N/A

**Important: Please select the appropriate labor code when submitting the claim. 9107010 should only be used if the vehicle PASSED the inspection.**

**REQUIRED: Battery Identification Number (BIN) Recording (CSMT RPT Method)**

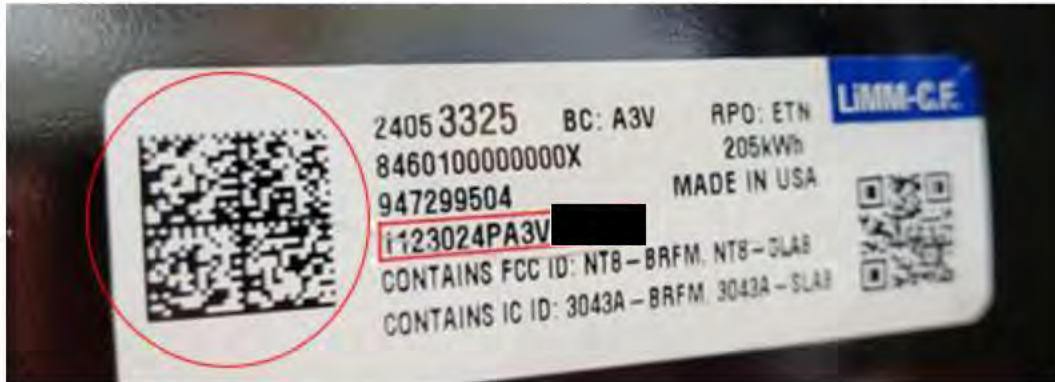
**IMPORTANT: \* (TECHNICIAN) the BATTERY IDENTIFICATION NUMBER (BIN) RECORDING IS REQUIRED per the information in the Service Procedure.**

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It is REQUIRED to record the Battery Identification Number (BIN) using the Certified Service Mobile Toolbox (CSMT) Replacement Part Traceability (RPT) App. Refer to *TSB 22-NA-070* for specific information on downloading the App to your mobile phone, how to use/submit the new part serial number/QR code information and other related Q and A.



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If the App is already loaded to your phone, simply:

1. Log into the CSMT RPT application
2. Scan the Vehicle VIN (door pillar QR code or windshield VIN barcode) that the current part is in and
3. Scan the part label QR code as shown above and
4. Check the information and if correct then, Submit. (Note: you can verify submission by checking your phone outgoing emails)

**Failure to submit this serial number by RPT may cause the claim to reject.**

### Service Procedure

**Danger: Failure to use the proper Personal Protective Equipment and failure to carefully follow these procedures may result in serious injury or death.**

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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VIN	BIN Label Number
1GT40FDAXPU [REDACTED]	1123041PA3U00002
1GYKPMRK0PZ [REDACTED]	7123060P00300000
1GYKPMRKXPZ [REDACTED]	7123044P00100000
1GT40FDA9PU [REDACTED]	1123052PA3U00032

2. Inspect the BIN label on the battery pack.
  - a. **REQUIRED: Battery Identification Number (BIN) Recording (CSMT RPT Method)**
  - b. If the VIN that you are working on has a BIN on the battery matching the above chart, hold **THE ENTIRE VEHICLE** until remedy parts become available. The bulletin will be updated when the remedy and required parts become available.
  - c. If the VIN that you are working on has a BIN on the battery that **DOES NOT** match, no further action is required.

### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use

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of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

### Courtesy Transportation

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**