

# Safety Recall

## N232404441 HV Battery Loss of Propulsion



**Release Date:** November 2023

**Revision:** 02

**Revision Description:** This bulletin has been revised to expand the population to include additional 2023 model year Cadillac LYRIQ and GMC HUMMER EV vehicles. The customer letter has been updated, along with USA and Canada part ordering information. Please discard all previous copies of bulletin N232404441.

**Attention:** Certain 2023 model year Cadillac LYRIQ vehicles involved in this recall were placed on stop delivery March 24, 2023, and VINs were moved to an "Open" status in IVH on June 5, 2023.

The population was expanded to include additional 2023 model year Cadillac LYRIQ and GMC HUMMER EV vehicles and were placed on stop delivery October 19, 2023. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

**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.

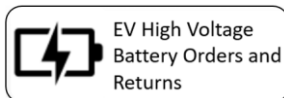
For Canadian Dealers: Only GMC Dealers who have signed the GMC Electric Models Agreement and have met all the GMC HUMMER EV-specific training, tools, and equipment requirements are eligible to complete the repair. Any Dealer unsure of their eligibility status should immediately review with their District Service Manager.

**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.

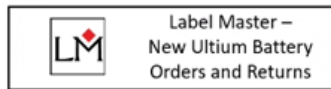
For Canadian Dealers: Only Cadillac Dealers who have signed the Cadillac Retail and Facility Standards Addendum and have met all the Cadillac LYRIQ-specific training, tools, and equipment requirements are eligible to complete the repair. Any Dealer unsure of their eligibility status should immediately review with their District Service Manager.

**Danger:** Carefully read this bulletin before beginning the remedy procedure. This bulletin contains important legal and safety requirements that must be followed in order to safely replace the vehicle's high voltage battery in compliance with applicable federal, state, provincial, and local laws. To avoid injury or death, use of a forklift that meets the specifications outlined in bulletin 22-NA-114 (US) or in the EV Readiness Guides (Canada) is required to safely load and unload crated HV batteries into and out of delivery trucks. Failure to carefully follow the procedures in this bulletin may result in serious injury or death.

**Important: For US Dealers:** Dealers must submit a core return request through the Label Master Ultium Battery Orders and Returns app in Global Connect. The app is available in the Global Connect Center.



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It is the same app used to order Ultium batteries. DO NOT CALL CCA Logistics or RXO directly.

Call 1-844-931-4966 for any additional order or core return questions.

**Important: For Canadian Dealers:** Refer to GM GlobalConnect for the latest GM Canada Parts Bulletin (GMP2018-213) relating to procedures for return of EV Batteries or Sections. This can be found under Parts Bulletins & Resources located in the application section of the Parts Department page.

## Safety Recall

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**Important:** Shipment of these high voltage batteries is regulated by dangerous goods transportation laws. GM Dealer Parts and Accessories Policies and Procedures requires that dealers comply with all applicable dangerous goods transportation laws, including but not limited to having at least one employee be certified in the transportation of dangerous goods as required by law. Additional resources for dangerous goods transportation can be found as part of appendix G in the latest version of Service Bulletin #99-00-89-019. As the shipper of record, dealers are responsible for compliance with all applicable international, federal, state, provincial, or local dangerous goods transportation laws. This includes, but is not limited to, proper labeling, marking, completion of shipping papers, and packaging. Failure to comply with federal dangerous goods transportation laws may result in a violation of the U.S. Hazardous Materials Transportation Act, as amended, and its implementing regulations issued by the U.S. DOT at Title 49, Volumes 2-3, of the CFR and could subject you to fines of up to \$89,678 for each violation, except the maximum fine is \$209,249 if the violation results in death, serious illness, or severe injury to any person or substantial destruction of property.

**Danger:** Prior to packaging and requesting the core return you are required to verify the core is safe to ship by checking the appropriate box in the Label Master New Ultium Battery Orders and Returns app in Global Connect. Call 1-844-931-4966 for any additional order or core return questions.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	LYRIQ	2023	2023		
GMC	HUMMER EV	2022	2023		

Involved vehicles are marked "Open" 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 certain 2023 model year Cadillac LYRIQ and 2022-2023 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 replace the high voltage battery pack.

#### Parts

Quantity	Part Name	Part No.
1	High Voltage Battery Assembly	*
6	Engine Coolant	12378390 US 10953456 CA

\* See "Parts Ordering Information" section below.

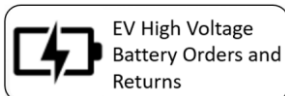
#### Storage Guidelines for Containerized High Voltage Batteries

- Store the High Voltage Battery and shipping crate flat.
- Protect the High Voltage Battery and shipping crate from exposure to liquids, including rain and snow.
- Protect the High Voltage Battery and shipping crate from physical damage.

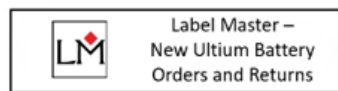
#### Parts Ordering Information

##### For US Dealers:

In order to simplify the ordering process for high voltage batteries necessary to perform repairs under THIS RECALL, the high voltage battery ordering process requiring authorization from the Technical Assistance Center (TAC) is not required. Battery ordering will be completed using the Label Master Ultium Battery Orders and Returns app in Global Connect. The app is available in the Global Connect Center.



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Call 1-844-931-4966 for any additional order or core return questions.

An applicable forklift on premise, hoist meeting the specifications published in 22-NA-114, the essential tools to perform the recall (listed below), applicable charger and certified EV technician are required.

Note that in addition to order placement, this app is also used to arrange for the high voltage battery core return and to request replacement packaging material and parts.

### For Canadian Dealers:

High voltage batteries may be ordered from York Electronics by logging onto the York Electronics website ([www.yorkelec.com](http://www.yorkelec.com)) using the username and password created for your Dealership.

Canadian dealer online order process:

- Log in to the website.
- Click on the LYRIQ Battery Recall icon.
- Complete all required fields and submit the order.
- A copy of the order will be emailed to the email address used to log into the online order system.
- Once the order is processed by the York Electronics order desk, a confirmation email from York will be sent indicating the order was successfully received.

**Note:** For concerns with the online ordering process, please contact YORK ELECTRONICS OSHAWA at 1-888-650-9675 ext. 307.

### Required Information for U.S and Canada

Dealer Name: \_\_\_\_\_

Dealer Code: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

Contact At Dealership (include phone number and email address): \_\_\_\_\_

Dealerships Preferred Dealer Delivery Time/Date for Dealer Forklift Operator (Must be within 24 hours of the order time): \_\_\_\_\_

Hours of operation: \_\_\_\_\_

VIN # \_\_\_\_\_

Old Battery Identification Number (BIN): \_\_\_\_\_

Model Year: \_\_\_\_\_

### Parts Retention and Return

#### Parts Retention and Returns (United States Service Agents ONLY)

All high voltage batteries are GM assets and must be returned. Dealers are to return the high voltage battery as soon as possible after completion of the repair. If the batteries are not returned within 30 days, the dealers open account will be charged a core non-return fee, the dealer will be invoiced for the core charge.

**Important:** Shipment of these high voltage batteries is regulated by dangerous goods transportation laws. GM Dealer Parts and Accessories Policies and Procedures requires that dealers comply with all applicable dangerous goods transportation laws, including but not limited to having at least one employee be certified in the transportation of dangerous goods as required by law. Additional resources for dangerous goods transportation can be found as part of appendix G in the latest version of Service Bulletin #99-00-89-019. As the shipper of record, dealers are responsible for compliance with all applicable international, federal, state, provincial, or local dangerous goods transportation laws. This includes, but is not limited to, proper labeling, marking, completion of shipping papers, and packaging. Failure to comply with federal dangerous goods transportation laws may result in a violation of the U.S. Hazardous Materials Transportation Act, as amended, and its implementing regulations issued by the U.S. DOT at Title 49, Volumes 2-3, of the CFR and could subject you to fines of up to \$89,678 for each violation, except the maximum fine is \$209,249 if the violation results in death, serious illness, or severe injury to any person or substantial destruction of property.

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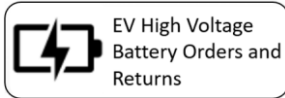
## Safety Recall

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#### **High Voltage Battery Core Return Process (United States Service Agents ONLY)**

**Important:** Dealers must submit a core return request through the Label Master Ultium Battery Orders and Returns app in Global Connect. The app is available in the Global Connect Center.



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It is the same app used to order Ultium batteries. DO NOT CALL CCA Logistics or RXO directly.

Call 1-844-931-4966 for any additional order or core return questions.

**Danger:** Prior to packaging and requesting the core return you are required to verify the core is safe to ship by checking the appropriate box in the Label Master New Ultium Battery Orders and Returns app in Global Connect. Call 1-844-931-4966 for any additional order or core return questions.

DO NOT wait for the warranty claim to be processed before returning the removed high voltage battery. ~~This part is GM's material and is not claimed under the warranty labor operation.~~ Place a copy of the repair order with the high voltage battery to be returned. Failure to return a copy of the repair order with the shipment may result in a debit. Attach the completed return shipping tag to the shipping crate. DO NOT return the high voltage battery in any crate other than the crate that the service high voltage battery was delivered in. The removed unit must be returned complete in the original shipping crate.

For questions about your order status, how to return exchanged material, or to verify battery receipt contact:

1-833-33 GM BSC (1-833-334-6272)

**Note:** If the removed high voltage battery is not returned, the entire transaction will be debited, and the dealer will also be charged a non-return fee for the value of a service high voltage battery.

#### **High Voltage Battery Core Return Process (Canadian Service Agents ONLY)**

**Important:** Refer to GM GlobalConnect for the latest GM Canada Parts Bulletin (GMP2018-213) relating to procedures for return of EV Batteries or Sections. This can be found under Parts Bulletins & Resources located in the application section of the Parts Department page.

Dealers can request Core pickup by emailing:

**GMBatteryReturns@rxo.com**

For Ultium Battery Returns, please include the device ID tracking number found on the plastic pouch on the exterior of the crate.

You will be required to provide size (l x w x h) and weight. This information is available on the GM0003 tag. If your facility does not have a loading dock, please ensure RXO understands that this shipment will be loaded at ground level with a forklift. (LTL carrier will need to bring required equipment).

Specify Return address:

Vancouver Serviced Dealers: TST Overland Express Burnaby  
7867 Express Street 111  
Burnaby, BC

Edmonton Serviced Dealers: Day & Ross Edmonton X-Dock  
11727 – 178th Street  
Edmonton, Alberta

Woodstock Serviced Dealers: Day & Ross Woodstock X-Dock  
520 Beards Lane, Unit B  
Woodstock, Ontario

Montreal Serviced Dealers: Day & Ross Montreal X-Dock  
5000 Trans Canada Hwy  
Pointe Claire, PQ

For individual batteries over 500 kg. (1102 lbs.) – included with your new battery will be four (4) Class 9 TDG placards. Please provide these to the driver and **ensure** placards are affixed to the vehicle before departing.

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Canadian Dealers DO NOT return batteries to the ESC or to the WPC.

**Note:** If the removed high voltage battery is not returned, the entire transaction will be debited, and the dealer will also be charged the value of a service high voltage battery.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106829	High Voltage Battery Pack Replacement HUMMER EV LYRIQ ADD: High Voltage Battery Crating and Uncrating	11.3 7.1 1.8	ZFAT	*
9106830	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	**

Note: To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

**Required (Warranty Administrator)** – Document the OLD and NEW Battery BINs in the "Correction" field on the job card (per Technician Old and New Battery BIN recording on repair order in service procedure).

\* Submit up to \$500.00 USD (\$624.00 CAN) for interim additional labor compensation. Add this amount in the Allowance Net Item field when submitting the repair transaction.

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Dealers will order and pay for battery packs/modules upfront and receive their approved parts markup based on the listed Dealer prices published in GM's Electronic Parts Catalog upon submission of a claim in accordance with GM's Service Policies & Procedure Manual.

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\* Submit a \$520.00 USD (\$624.00 CAN) administrative part allowance. Add this amount in the Administrative Allowance Net Item field when submitting the repair transaction.

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\* For this specific recall, submit up to \$700.00 USD (\$950.00 CAN) administrative allowance for recall specific impacts to technician and service department throughput, Business Development Centers, high voltage battery handling and storage, and miscellaneous shop supplies.

\* Submit up to \$20.00 (\$25.00 CAN) administrative allowance for document preparation and packaging relating to the return of the used high voltage battery assembly. (document preparation and packaging). Add this amount in the Administrative Allowance Net Item field when submitting the repair transaction.

\* Involved vehicle owners are eligible for courtesy transportation while their vehicle is being repaired. If courtesy transportation is required, add the actual cost in the appropriate Net Item field when submitting the repair transaction. Refer to GM Warranty Administration Bulletin 17-NA-073 for Courtesy Transportation Program guidelines.

### Floor Plan Reimbursement – NEW INVENTORY ONLY

\*\* For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (March 24, 2023 or October 19, 2023), to the date the repair is completed, and the vehicle is ready for sale (not to exceed 73 days for vehicles placed on stop March 24, 2023 or 30 days for vehicles placed on stop October 19, 2023).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2023 Cadillac LYRIQ	\$15.01	N/A
2023 GMC HUMMER EV	\$30.16	N/A

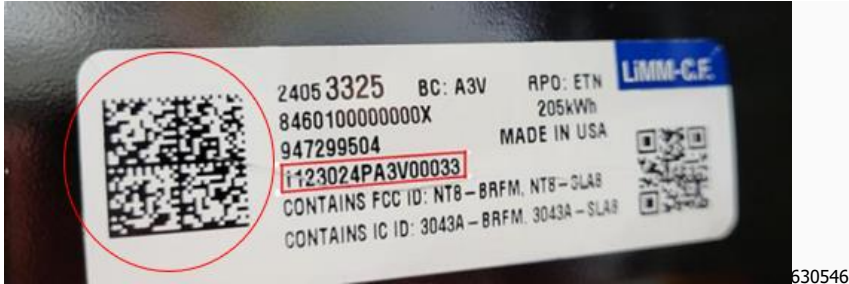
### REQUIRED: Replacement Battery Identification Number (BIN) Recording (CSMT RPT Method)

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

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 new part is going into and
3. Scan the new 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)
5. Repeat steps 1-4 above for Old and New Battery

**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.

**Note: The new Battery Pack provided may have slight differences from your existing battery, such as a lack of the metal heat shields. It is not necessary to transfer anything from the old Battery Pack to the new one.**

1. Replace the Hybrid/Electric Vehicle Battery Pack. Refer to *Hybrid/Electric Vehicle Battery Pack Replacement and Shipping Preparation* in SI.
  - a. Refer to bulletin 22-NA-005 (for HUMMER EV) for additional container-specific information on uncrating the new battery you will receive. This bulletin also contains information on packaging and crating the battery that will be removed from the vehicle for return to GM. LYRIQ crate instructions are included within the crate.
  - After reviewing document 22-NA-005, refer to Hybrid/Electric Vehicle Battery Pack Lifting System and remove the replacement battery pack from the shipping crate. Place the replacement battery pack onto the 4 inch x 4 inch x 8 foot boards. Then remove the EL-53097 EV Battery Lifting Eyebolts for later transfer onto the defective battery pack.

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2. **REQUIRED (Technician)** - Locate the BIN label on the rear of the battery and record the BIN of both the old and new battery packs on the repair order.

#### 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 Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall must be held and inspected/repared 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation 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. A copy of the customer letters is provided in this bulletin for your use in contacting customers. 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.

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#### 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 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 (see copy of customer letter included with this bulletin).

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



**Safety Recall**  
N232404441 HV Battery Loss of Propulsion



# IMPORTANT SAFETY RECALL

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 model year Cadillac LYRIQ and 2022-2023 model year GMC HUMMER EV 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.

**I M P O R T A N T**

- Your vehicle is involved in GM recall N232404441.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**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?** Your GM dealer will replace the high voltage battery pack. 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 for 1-2 days to complete the repair.

**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 1-833-HUMMER-EV (1-833-486-6373) (TTY 711 / 1-800-833-2438).

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.

**Safety Recall**

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A handwritten signature in black ink that reads 'Regina A. Carto'.

Regina A. Carto  
Vice President  
Global Product Safety and Systems

GM Recall: N232404441