

Safety Recall

N232404441 HV Battery Loss of Propulsion



Release Date: June 2023

Revision: 01

Revision Description: Parts are now available for the four 2023 model year Cadillac LYRIQ vehicles. This bulletin has been revised to update the Floor Plan Reimbursement Amount section. The customer letters have also been added. 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. 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.

Parts are available for the one involved 2022 model year GMC HUMMER EV. This vehicle was placed in "Open" status in IVH on May 25, 2023.

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 vehicle: 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.

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 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: Dealers must submit a core return request through the "SNT ALFRED – High Voltage Battery Order and Returns" app in Global Connect. The app is available in the Global Connect Center. It is the same app used to order batteries for the recall. **DO NOT CALL CCA Logistics or XPO directly.**

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 SNT ALFRED App via Global Connect.

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

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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.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in four 2023 model year Cadillac LYRIQ vehicles and one 2022 model year GMC HUMMER EV Pickup vehicle. 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.
Correction	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 “SNT ALFRED – High Voltage Battery Order and Returns” app in GlobalConnect. The application can be located in either the “App Center” or “Parts Department” in GlobalConnect. All other high voltage battery orders NOT related to the recall must continue to be authorized through Technical Assistance. Once you locate and enter the app you will be connected directly to the SNT ALFRED portal. At this point simply click “Create New Order” to begin the process to order a high voltage battery. Before visiting the SNT ALFRED ordering portal, please have all required information available (shown below). Please be advised that you will be restricted from ordering a High Voltage Battery, if you have not met all the EV requirements. 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.



SNT ALFRED -
High Voltage
Battery Order..

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Required Information for U.S.

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: _____

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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**, 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.

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

Important: Dealers must submit a core return request through the “SNT ALFRED – High Voltage Battery Order and Returns” app in Global Connect. The app is available in the Global Connect Center. It is the same app used to order batteries for the recall. **DO NOT CALL CCA Logistics or XPO directly.**

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 SNT ALFRED App via Global Connect.

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 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 a \$520.00 USD administrative part allowance. Add this amount in the Administrative Allowance Net Item field when submitting the repair transaction.

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- * Submit a \$700.00 USD 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 a \$20.00 administrative allowance for 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 18-NA-094 for Courtesy Transportation Program guidelines.

Floor Plan Reimbursement – NEW INVENTORY ONLY

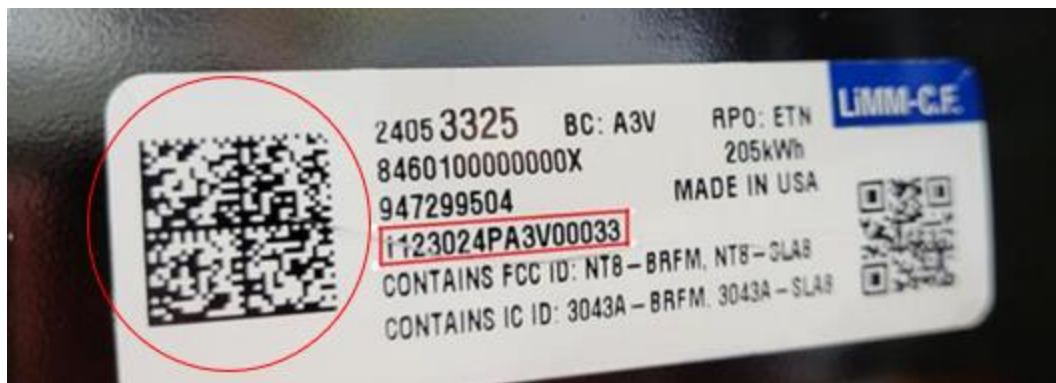
- ** For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not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

Vehicle	Floor Plan Reimbursement Amount
	2023 Cadillac LYRIQ

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.

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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 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.
 - 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.



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 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.

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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. 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.

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 letters 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**

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June 2023

This notice applies to your vehicle, **VIN: 1GT40FDA3NU100231**

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 one 2022 model year GMC HUMMER EV vehicle. 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 recall N232404441.
- Schedule an appointment with your GMC 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 GMC 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 GMC 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).

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.

Regina A. Carto
Vice President
Global Product Safety and Systems

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June 2023

This notice applies to your vehicle, **VIN: 1GYKPMRK9PZ002149**

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 recall N232404441.
- Schedule an appointment with your Cadillac 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 Cadillac 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 Cadillac 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.

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.

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