

## Frequently Asked Questions (FAQs) for Safety Recall N232404441 HV Battery Loss of Propulsion

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

**Q1) Which vehicles are involved?**

**A1)** 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.

**Q2) What is the issue or condition?**

**A2)** 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.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

**A3)** A battery warning light and “Service High Voltage System” message will display in the instrument panel. A “Charging Disabled” or “Vehicle Will Not Restart” message will also display.

**Q4) What is the remedy/repair?**

**A4)** Dealers will replace the high voltage battery pack.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

**A5)** Under certain circumstances the vehicle may enter a reduced propulsion mode or lose propulsion, which may increase the risk of a crash.

**Q6) Does the customer have to pay for this remedy/repair?**

**A6)** No, this inspection/repair will be done at **no cost** to the customer.

**Q7) Is the remedy/repair available now?**

**A7)** No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

**A8)** If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

**A9)** Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA’s website at <https://vinrcl.safercar.gov/vin/>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

**A10)** Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.