

Frequently Asked Questions (FAQs) for Safety Recall N232425220 Incorrect Weld on Rear Seat Belt Anchorage

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 - 2024 model year Cadillac LYRIQ vehicles.

Q2) What is the issue or condition?

A2) 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.

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

A3) None

Q4) What is the remedy/repair?

A4) Dealers will replace the rear seat cushion frame.

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

A5) 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.**

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) As a precaution, owners should not use the rear seat left and center seating positions until the remedy is performed.

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://experience.gm.com/ownercenter/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.