

Reference Number: GCUS-3-3323

N242453471- Safety Recall - Reduction or Loss of Braking at Low Speeds

GENERAL MOTORS

DCS6972

URGENT - DISTRIBUTE IMMEDIATELY

Date: August 8, 2024

Subject: N242453471- Safety Recall

Reduction or Loss of Braking at Low Speeds

Models: 2023-2024 Cadillac LYRIQ

General Motors is releasing Safety Recall N242453471 today.

As previously communicated on August 2, 2024, via GlobalConnect Message GCUS-3-3310, certain 2023-2024 Cadillac LYRIQ vehicles in new or used vehicle inventory were placed on stop delivery. This communication is to inform dealers that the VINs previously included in Stop Delivery N242453470 have been moved to new Safety Recall N242453471 along with additional customer driven vehicles.

This is a phased launch.

Software is currently ready for 2024 model year Cadillac LYRIQ vehicles.

Software is not yet available for 2023 Cadillac LYRIQ vehicles. The 2023 model year LYRIQ VINs were placed in "Incomplete – Remedy Not Available" status in IVH on August 2, 2024, and remain on stop delivery. Dealers will be advised when software is available for 2023 model year vehicles in the near future.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

Involved vehicles will be repaired either through dealer repairs as described in this bulletin or through over the air (OTA) programming. Dealers can and should perform the procedure in this bulletin on any vehicle with an "open" status on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management system. Due to the fact that vehicles will be closed in IVH through successful OTA programming, dealers should always check the status in IVH before performing any vehicle repairs.

Frequently Asked Questions Document (FAQs)

Attached to this message you will find a document that addresses the most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

END OF MESSAGE