



IMPORTANT SAFETY RECALL

September 2024

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 2023-2024 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 N242453471.
- A software update is available for your vehicle that may be able to be performed remotely with wireless over-the-air (OTA) technology. If you have not completed the update, follow the in-vehicle radio prompts or schedule an appointment with your Cadillac dealer. You can check your VIN in GM Owner Center to see if the OTA update is already completed.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

During certain braking events on dry surfaces at speeds below 25 mph, the vehicle may exhibit overly sensitive anti-lock braking system (ABS) control. If the ABS falsely activates and a specific sequence of wheel movements occurs, the vehicle's ABS system will continue to release the braking pressure in the vehicle's service brake system. A release of braking pressure can cause the service brakes to have reduced stopping performance or become inoperative, increasing the risk of a crash.

What will we do?

Your GM dealer will update the software in the vehicles' Electronic Brake Control Module (EBCM) to correct the condition.

Owners who have accepted applicable terms and conditions will have the opportunity to accept these software updates using wireless over-the-air (OTA) technology without having to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer. 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 longer than the actual service correction time of approximately 30 minutes.

Owners who have accepted the applicable terms and conditions may have already received the update with wireless over-the-air technology and will not have to bring their vehicle to a dealership. GM began prompting owners through the vehicle's radio screen on August 8, 2024. Any owner having received this update through over the air (OTA) technology will not have to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer.

What should you do?

A software update is available for your vehicle. The software update can be performed remotely using wireless OTA technology. If the update has completed, no further action is required. You may have already completed this update. You are able to verify that the update is complete using the steps below.

1. Open “Settings” from the radio home screen.
2. Tap on “Updates”.
3. Tap on “Previous Updates”.
4. Verify N242453471 is listed. If yes, no further action is required.

You are notified that the update is available by in-vehicle prompts from the radio display or you can schedule an appointment with your Cadillac dealer.

The OTA software downloads in the background and does not require any interaction. Once the software download is complete, you are asked to accept the software installation. Follow the in-vehicle prompts or, if equipped, the mobile app prompts.

If you have not received the update or if you decline the update, 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 appropriate Customer Assistance Center at the number listed below.

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.

Division	Number
Cadillac LYRIQ	1-844-EV-CADILLAC (1-844-382-2345)
Puerto Rico – English	1-866-467-9700
Puerto Rico – Español	1-866-467-9700
Virgin Islands	1-866-467-9700

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 24V589.

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

GM Recall: N242453471