

Frequently Asked Questions (FAQs) for Safety Recall N242453471 Reduction or Loss of Braking at Low Speeds

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 may exist in certain 2023 – 2024 model year Cadillac LYRIQ all-wheel drive vehicles.

Q2) What is the issue or condition?

A2) In rare circumstances, during certain braking events on dry surfaces at speeds below 25 mph, the vehicle may exhibit overly sensitive anti-lock braking system (ABS) control. In these conditions, if 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.

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) General Motors 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 changes 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.

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

A5) A release of braking pressure can cause the service brakes to have reduced stopping performance or become inoperative, increasing 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) Yes, please see the attached bulletin for details.

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 recall?

A9) Customers who own a vehicle involved in this recall 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 <http://www.nhtsa.gov>.

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

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with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.