



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V356

Manufacturer Name: General Motors, LLC

Submission Date: May 29, 2025

NHTSA Recall No.: 25V356

Manufacturer Recall No.: N252500680

Manufacturer Information

Population

Manufacturer Name: General Motors, LLC

Address: 29427 Louis Chevrolet
Road
MAIL CODE 480-210-2V
WARREN MI, 48093

Total number of potentially involved: 41,376

Estimated percentage with defect: 3%

Vehicle Information

Vehicle 1: 2024-2024 CADILLAC LYRIQ

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Jan 20, 2023 - Sep 20, 2024

Number of potentially involved: 38,058

Descriptive Information:

Manufacturing records and software programming records were used to determine the affected population.

Vehicles with the latest video display module software are not included in this recall.

Vehicle 2: 2023-2023 CADILLAC LYRIQ

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Mar 01, 2022 - Feb 28, 2023

Number of potentially involved: 3,318

Descriptive Information:

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Manufacturing records and software programming records were used to determine the affected population.

Vehicles with the latest video display module software are not included in this recall.

Defect / Noncompliance Description

Description of the defect or noncompliance:

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2023 – 2024 model year Cadillac LYRIQ vehicles. The driver video display in these vehicles may intermittently go blank while driving.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

If this condition occurs while driving, the vehicle's instrument panel, rear-vision camera, and other FMVSS-regulated features will not be available, increasing the risk of a crash.

Description of the cause:

Identification of any warning that can occur:

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name:

Address:

Country:

Involved Components

Component Name 1: MODULE ASM-RDO & INFOTAINMENT CONT ECCN=5A992

Component Description: Video display control module (Virtual Cockpit Unit / VCU)

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Component Part Number: 85685842, 85727291, 85727292, 85727293, 85751813, 85751814, 85751815, 86573817, 86573818, 86573819

Component Name 2: MODULE ASM-RDO & INFOTAINMENT CONT ECCN=5A992

Component Description: Video display control module (Virtual Cockpit Unit / VCU)

Component Part Number: 85045268, 85045269, 85045270, 85627614, 86546466, 86554006, 86571336, 85041654

Component Name 3: MODULE ASM-RDO & INFOTAINMENT CONT ECCN=5A992

Component Description: Video display control module (Virtual Cockpit Unit / VCU)

Component Part Number: 86538915, 86538916, 86577877, 86577878, 86577879, 85031762, 85031763, 85031764, 85685840, 85685841

Chronology

On March 4, 2025, GM opened a product investigation after a February 28, 2025 NHTSA inquiry into certain customer complaints alleging driver video display malfunctions. GM's field-data review identified 1,209 unique VINs associated with a potentially relevant field incident in 2023-2025 model year Cadillac LYRIQ vehicles. The vast majority of these incidents occurred in 2023-2024 model year vehicles equipped with video display control modules that are not updated to the current software version. GM received notice of these incidents between August 23, 2022 and April 3, 2025. GM is not aware of any accidents or injuries associated with this condition. On May 22, 2025, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

GM will update the vehicles' video display control module software. For vehicles that are capable of receiving software changes using wireless over-the-air (OTA) technology, owners who have accepted applicable terms and conditions will have the opportunity to accept these software changes via OTA without having to bring their vehicle to a dealership. Alternatively, all owners may schedule to have the updates performed at a GM dealer.

How remedy component differs from recalled component:

Continuous improvements to the display control module software significantly reduce the likelihood of a

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display control module malfunction.

Identify how/when recall condition was corrected in production:

Reimbursement Plan

Description of reimbursement program:

Pursuant to 49 C.F.R. § 573.13(d)(1), all covered vehicles are under warranty, so reimbursement is not offered.

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

Recall Schedule

Description of recall schedule:

Dealers will be notified on May 29, 2025. Owner notification is estimated to begin on July 14, 2025.

Planned Dealer Notification Date: May 29, 2025 - May 29, 2025 ☐ No Dealers

Planned Interim Owner Notification Date: ☐ No Owners

Planned Remedy Owner Notification Date: Jul 14, 2025 - Jul 14, 2025 ☐ Phased Recall

Date when VIN will be searchable: May 29, 2025