



# IMPORTANT SAFETY RECALL

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 certain 2025 model year Cadillac LYRIQ vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 202a. As a result, GM is conducting a 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 N252492340.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The description of the rear outboard head restraints in the owner's manual is inaccurate. Occupants may not understand how to properly adjust the head restraints, increasing the risk of injury in a crash.

### What will we do?

Owners will be mailed owner's manual inserts containing corrected information required by FMVSS 202a.

### What should you do?

Included with this letter is an updated owner's manual insert. Please keep this insert with your vehicle's Essential Operating & Safety Instruction (EOSI) manual.

If you lose this insert or have questions, please reach out to your preferred dealer. Your dealer can also print and place this insert in your EOSI Manual.

### Do you have questions?

For more information about your vehicle, or if you have questions or concerns that your dealer is unable to resolve, please visit [gm.com/service](http://gm.com/service), call 1-800-333-4223, or use the QR code 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.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to 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 25V193.

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

Scan here to  
locate a dealer.



Enclosure  
GM Recall: N252492340