

F/CMVSS Noncompliance Recall

N252492340 Owner's Manual Head Restraint Information



Release Date: April 2025

Revision: 01

Revision Description: This bulletin is being revised to add the customer letter. Please discard all previous copies of N252492340.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

Make	Model	Model Year	
		From	To
Cadillac	LYRIQ	2025	2025

Investigate Vehicle History (IVH) in the GM Global Warranty Management system should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that certain 2025 model year Cadillac LYRIQ vehicles fail to conform to Section S4.7.2 of Federal Motor Vehicle Safety Standard (FMVSS) No. 202a, "Head restraints" and S4.7.2 of Technical Standards Document (TSD) No. 202 of Canada Motor Vehicle Safety Standard (CMVSS) No. 202 "Head Restraints. 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.
Correction	Owners will be mailed owner's manual inserts containing corrected information required by FMVSS 202a/CMVSS 202. For vehicles currently on dealer lots, dealers will include the insert prior to delivery.

Parts

No parts are required.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107892	Print and Install Owner's Manual Insert(s)	0.1	ZFAT	N/A

Service Procedure

1. Print the appropriate language Owner's Manual Insert(s) for your service area.
2. Locate the Owner's Manual or Essential Operating & Safety Information (EOSI) Manual.
3. Install the Owner's Manual Insert(s) into the Owner's Manual or EOSI Manual.

NOTE: Dealers located in Canada are to place copies of both the English and French language insert into the vehicle.

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N252492340 Owner's Manual Head Restraint Information



English - GMNA

Insert to the 2025 Cadillac LYRIQ Owner's Manual/Essential Operating and Safety Information - 2025

Insert to the 2025 Cadillac LYRIQ Owner's Manual/Essential Operating and Safety Information

This information replaces the information under "Head Restraints" found in the Seats and Restraints Section of the owner's manual.

Rear Seats

Adjusting the Rear Head Restraint

The vehicle's rear seat has adjustable head restraints in all three seating positions.



86291508

The height of the head restraint can be adjusted.

Pull the head restraint up to raise it. Try to move the head restraint to make sure that it is locked in place.

To lower the head restraint, press the button, located on the top of the seatback, and push the head restraint down. Try to move the head restraint after the button is released to make sure that it is locked in place.

Always adjust the head restraint so that the top of the restraint is at the same height as the top of the occupant's head.

Rear head restraints are not removable.

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Canadian French

Insert Supplément pour le guide du propriétaire Cadillac LYRIQ 2025/information essentielle sur le fonctionnement et la sécurité - 2025

Supplément pour le guide du propriétaire Cadillac LYRIQ 2025/information essentielle sur le fonctionnement et la sécurité

Cette information remplace celle de la partie « Appuie-têtes » qui se trouve dans la section Sièges et dispositifs de retenue du guide du propriétaire.

Sièges arrière

Réglage de l'appuie-tête arrière

Le siège arrière du véhicule possèdent des appuie-têtes réglables pour les trois places.



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La hauteur d'appuie-tête peut être réglée.

Tirer sur l'appuie-tête pour l'élever. Essayer de déplacer l'appuie-tête pour s'assurer qu'il est verrouillé.

Pour abaisser l'appuie-tête, appuyer sur le bouton situé sur le haut du dossier et pousser l'appuie-tête vers le bas. Essayer de déplacer l'appuie-tête après avoir relâché le bouton afin de s'assurer qu'il est bien enclenché.

Toujours régler l'appuie-tête de sorte que sa partie supérieure arrive au niveau du haut de la tête de l'occupant.

Les appuie-têtes arrière ne sont pas démontables.

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F/CMVSS Noncompliance Recall

N252492340 Owner's Manual Head Restraint Information



Middle East - English

Insert to the 2025 Cadillac LYRIQ Owner's Manual - 2025

Insert to the 2025 Cadillac LYRIQ Owner's Manual

This information replaces the information under "Head Restraints" found in the Seats and Restraints Section of the owner's manual.

Rear Seats

Adjusting the Rear Head Restraint

The vehicle's rear seat has adjustable head restraints in all three seating positions.



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The height of the head restraint can be adjusted.

Pull the head restraint up to raise it. Try to move the head restraint to make sure that it is locked in place.

To lower the head restraint, press the button, located on the top of the seatback, and push the head restraint down. Try to move the head restraint after the button is released to make sure that it is locked in place.

Always adjust the head restraint so that the top of the restraint is at the same height as the top of the occupant's head.

Rear head restraints are not removable.

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إدراج إلى دليل مالك كاديلاك ليريك ٢٠٢٥

يمكن ضبط ارتفاع مسند رأس مقعد الطفل.
اسحب مسند الرأس للأعلى لرفعه. حاول تحريك
مسند رأس المقعد للتأكد من قفله في مكانه.
لخفض مسند الرأس، اضغط على الزر الموجود
على الجزء العلوي من ظهر المقعد، وادفع مسند
الرأس إلى أسفل. حاول تحريك مسند الرأس
لأسفل بعد تحرير الزر للتحقق من قفله في
مكانه.
اضبط دائما مسند الرأس بحيث يكون الجزء
العلوي من مسند الرأس في نفس مستوى ارتفاع
الجزء العلوي من رأس الراكب.
مسند الرأس الخلفية غير قابلة للإزالة.

تحل هذه المعلومات محل المعلومات الموجودة
تحت "مسند الرأس" في قسم المقاعد والمساند
في دليل المالك.

المقاعد الخلفية

ضبط مسند الرأس الخلفي

تتضمن المقاعد الخلفية بالمرحلة على مساند رأس
قابلة للضبط في أوضاع الجلوس الثلاثة.



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Israel

עלון נלווה לספר הנהג של קאדילק LYRIQ 2025

גובהה של משענת הראש ניתן לכוונון. משוך את משענת הראש כלפי מעלה כדי להגביה אותה. נסה להזיז את משענת הראש כדי לוודא שהיא נעולה במקומה. כדי להנמיך את משענת הראש, לחץ על הלחצן הממוקם על החלק העליון של משענת הגב, ודחף את משענת הראש כלפי מטה. נסה להזיז את משענת הראש לאחר ששחררת את הלחצן, כדי לוודא שהיא נעולה במקומה. כוונן תמיד את משענת הראש כך שחלקה העליון ייצא באותו הגובה עם חלקו העליון של ראש האדם היושב. לא ניתן להסיר את משענת הראש במושבים האחוריים.

מידע זה מחליף את המידע בנושא "משענות ראש" בפרק "מושבים והתקני ריסון" של המדריך למשתמש.

מושבים אחוריים

כוונון משענות הראש האחוריות

המושב האחורי ברכב מצויד במשענות ראש מתכווננות בכל שלושת מקומות הישיבה.



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EU German

Insert Beilage zur Betriebsanleitung 2025 Cadillac LYRIQ - 2025

Beilage zur Betriebsanleitung 2025 Cadillac LYRIQ

Diese Informationen ersetzen die Informationen unter „Kopfstützen“ im Abschnitt „Sitze, Rückhaltesysteme“ in der Betriebsanleitung.

Rücksitze

Einstellen der hinteren Kopfstützen

Alle drei Rücksitze des Fahrzeugs besitzen verstellbare Kopfstützen.



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Die Höhe der Kopfstütze lässt sich einstellen. Ziehen Sie die Kopfstütze zum Anheben nach oben. Versuchen Sie die Kopfstütze zu bewegen, um sicherzustellen, dass diese in ihrer Position eingerastet ist.

Zum Absenken der Kopfstütze drücken Sie den an der Oberseite der Sitzlehne befindlichen Knopf und die Kopfstütze zugleich nach unten. Versuchen Sie nach dem Loslassen des Knopfes die Kopfstütze zu bewegen, um sicherzugehen, dass sie eingerastet ist.

Die Kopfstütze immer so einstellen, dass sich deren Oberkante auf gleicher Höhe mit der Oberseite des Kopfes des Insassen befindet.

Die hinteren Kopfstützen sind nicht abnehmbar.

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F/CMVSS Noncompliance Recall

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EU English

Insert to the 2025 Cadillac LYRIQ Owner's Manual - 2025

Insert to the 2025 Cadillac LYRIQ Owner's Manual

This information replaces the information under "Head Restraints" found in the Seats and Restraints section of the owner's manual.

Rear Seats

Adjusting the Rear Head Restraint

The vehicle's rear seat has adjustable head restraints in all three seating positions.



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The height of the head restraint can be adjusted.

Pull the head restraint up to raise it. Try to move the head restraint to make sure that it is locked in place.

To lower the head restraint, press the button, located on the top of the seat backrest, and push the head restraint down. Try to move the head restraint after the button is released to make sure that it is locked in place.

Always adjust the head restraint so that the top of the restraint is at the same height as the top of the occupant's head.

Rear head restraints are not removable.

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6878757



EU French

Insert Supplément au manuel d'utilisation de Cadillac LYRIQ 2025 - 2025

Supplément au manuel d'utilisation de Cadillac LYRIQ 2025

Ces informations remplacent les informations de la rubrique « Appuie-tête » de la section Sièges, systèmes de sécurité, dans le manuel d'utilisation.

Sièges arrière

Réglage de l'appuie-tête arrière

Les sièges arrière du véhicule sont équipés d'appuie-tête réglables aux trois positions d'assise.



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La hauteur des appuie-tête peut être réglée.

Tirer sur l'appuie-tête pour le monter. Tenter de déplacer l'appuie-tête pour s'assurer qu'il est verrouillé en place.

Pour abaisser l'appuie-tête, appuyer sur le bouton situé sur le haut du dossier et pousser l'appuie-tête vers le bas. Tenter de déplacer l'appuie-tête après avoir relâché le bouton pour s'assurer qu'il est verrouillé en place.

Toujours régler l'appuie-tête de sorte que sa partie supérieure arrive au niveau du haut de la tête de l'occupant.

Les appuie-tête des sièges arrière ne sont pas amovibles.

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EU Norwegian

Insert Innstikk til 2025 Cadillac LYRIQ Instruksjonsbok - 2025

Innstikk til 2025 Cadillac LYRIQ Instruksjonsbok

Denne informasjonen erstatter informasjonen under "Hodestøtter" i avsnittet Seter og sikkerhetsutstyr i instruksjonsboken.

Bakseter

Justering av hodestøtte bak

Baksetene i bilen har justerbare hodestøtter på alle tre seteplasser.



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Høyden på hodestøtten kan justeres.

Trekk i hodestøtten for å heve den. Prøv å bevege på hodestøtten for å forsikre deg om at den er låst på plass.

Når du skal senke hodestøtten, trykker du på knappen oppå seteryggen, og skyver hodestøtten ned. Prøv å bevege på hodestøtten etter at du har sluppet knappen, for å forsikre deg om at den er låst på plass.

Juster alltid hodestøtten slik at toppen av støtten har samme høyde som toppen av hodet på den som sitter i setet.

Hodestøttene bak kan ikke fjernes.

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EU Swedish

Insert Bilaga till instruktionsboken för 2025 Cadillac LYRIQ - 2025

Bilaga till instruktionsboken för 2025 Cadillac LYRIQ

Denna information ersätter informationen under "Nackskydd" i avsnittet Stolar och säkerhetsfunktioner i instruktionsboken.

Baksäten

Justering av bakre nackskydd

Fordonets baksäte har justerbara nackstöd på alla tre platser.



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Nackstödet höjd kan justeras.

Dra nackstödet uppåt för att placera det högre. Försök trycka nackstödet nedåt för att försäkra dig om att det är låst i positionen.

Sänk nackstödet vid behov genom att trycka på knappen, på toppen av ryggstödet, och skjut nackstödet nedåt. Försök trycka nackstödet nedåt sedan du släppt knappen för att försäkra dig om att det är låst i positionen.

Ställ in nackskyddet så att dess överkant är i samma höjd som överdelen av passagerarens huvud.

De bakre nackstöden kan inte tas bort.

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EU Italian

Insert Aggiunta nel manuale di uso e manutenzione di Cadillac LYRIQ 2025 - 2025

Aggiunta nel manuale di uso e manutenzione di Cadillac LYRIQ 2025

Queste informazioni sostituiscono quelle riportate sotto "Poggiatesta" che si trova nella sezione Sedili, sistemi di sicurezza del manuale di uso e manutenzione,

Sedili posteriori

Regolazione dei poggiatesta posteriori

Il sedile posteriore del veicolo è dotato di poggiatesta regolabile in tutte e tre le posizioni di seduta.



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L'altezza del poggiatesta è regolabile.

Tirare il poggiatesta verso l'alto per sollevarlo. Tentare di muovere il poggiatesta per assicurarsi che sia bloccato in posizione.

Per abbassarlo, premere il pulsante che si trova in cima allo schienale del sedile e premere il poggiatesta verso il basso. Cercare di muovere il poggiatesta dopo aver rilasciato il pulsante per assicurarsi che sia bloccato in posizione.

Regolare sempre il poggiatesta in modo che la sommità sia alla stessa altezza della parte superiore della testa degli occupanti.

I poggiatesta posteriori non sono rimovibili.

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Mexico

Insertar en el manual del propietario Cadillac LYRIQ 2025 - 2025

Insertar en el manual del propietario Cadillac LYRIQ 2025

Esta información reemplaza la información bajo "Cabeceras" que se encuentra en la Sección Asientos y sistemas de sujeción del manual del propietario.

Asientos Traseros

Ajuste de cabecera trasera

Los asientos traseros del vehículo tienen soporte de cabeza ajustable en las tres posiciones de asiento.



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Puede ajustarse la altura de la cabecera.

Jale la cabecera hacia arriba para elevarla. Trate de mover la cabecera para cerciorarse que está asegurada en su posición.

Para bajar la cabecera, pulse el botón ubicado en la parte superior del respaldo, y empuje la cabecera hacia abajo. Trate de mover la cabecera después de liberar el botón para asegurarse que esté trabada en su lugar.

Siempre ajuste la cabecera de tal forma que la parte superior de la misma esté a la misma altura que la parte superior de la cabeza del ocupante.

Las cabeceras de los asientos traseros no son removibles.

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Japan

Insert 2025 キャデラック LYRIQ オーナーズマニュアルへの挿入 - 2025

2025 キャデラック LYRIQ オーナーズマニュアルへの挿入

この情報は、オーナーズマニュアルの「シートと乗員保護装置」の項にある「ヘッドレスト」の情報に代わるものです。

リアシート

リアヘッドレストを調節する

リアシートの3座席には、それぞれ調節可能なヘッドレストが付いています。



必ず座った状態で、ヘッドレストの上端がちょうど頭の高さになるように位置を調節してください。

リアヘッドレストは取り外しできません。

ヘッドレストの高さを調節できます。

ヘッドレストの位置を高くするには、まっすぐ引き上げます。ヘッドレストを押し下げてみて、ロックがかかっているか確認してください。

ヘッドレストの位置を低くするには、シートバックの上部にある解除ボタンを押しながらヘッドレストを押し下げます。ボタンを放した後、ヘッドレストを動かしてみて、ロックがかかっているか確認してください。



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F/CMVSS Noncompliance Recall

N252492340 Owner's Manual Head Restraint Information



Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open recall and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of sample customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



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, 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

F/CMVSS Noncompliance Recall
N252492340 Owner's Manual Head Restraint Information



Scan here to
locate a dealer.



Enclosure
GM Recall: N252492340