

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS 6388
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 3, 2023
Subject: N222384530 - Customer Satisfaction Program
Liftgate Panel Cracking
Models: 2023 Cadillac LYRIQ
To: All General Motors Dealers

On October 27, 2022, General Motors released Customer Satisfaction Program N222384530 with an initial vehicle population of 21. We are adding the remaining 139 VINs to the involved vehicle population.

Important: An initial supply of part numbers 87849010, 86777479, 85515565 and 11549309 were pre-shipped to dealers that had vehicles in new vehicle inventory on October 27, 2022. The pre-ship completed at the end of October. All other vehicles in the involved population will need to order through Customer Care and Aftersales.

The parts required for this program are on restriction through the GM Technical Assistance Center (TAC). Please contact TAC at telephone number US 1-877-446-8227 (Action Center prompt) or Canada 1-800-263-7740 for English or 1-800-263-7960 for French.

Customer Letter Mailing

The customer letter mailing for the third phase will begin in January.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 3, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

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