

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6470
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 1, 2023

Subject: N222383710 - Service Update
Windshield Molding Retainer Bracket Not to Specification

Models: 2023 Cadillac LYRIQ

To: All General Motors Dealers

General Motors is releasing Service Update N222383710 today. The total number of U.S. vehicles involved is approximately 212. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 1, 2023. A list of vehicles in dealer inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N222383710 Windshield Molding Retainer Bracket Not To Specification



Release Date: March 2023

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

This field action must only be completed by Cadillac dealers who have met EV Readiness Requirements, and the repair must be performed by a technician who has successfully completed the required training.

For Canadian Dealers: Only Cadillac Dealers who have signed the Cadillac Retail and Facility Standards Addendum and have met all the Cadillac LYRIQ-specific training, tools, and equipment requirements are eligible to complete the repair. Any Dealer unsure of their eligibility status should immediately review with their District Service Manager.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	LYRIQ	2023	2023		

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2023 model year Cadillac LYRIQ vehicles have a windshield molding retainer bracket width that is above the specification.
Correction	Dealers will inspect retainer width, bend retainer bracket tabs and apply primer to affected bends.

Parts

Quantity	Part Name	Part No.
As Required	3M #08682 Single Step Primer	NPN*

***Locally sourced material do not attempt to order from GMCCA.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106627	Modify Windshield Reveal Molding Retainer Brackets	0.7	ZFAT	*

* The amount identified in "Net Item" should represent the actual sum total of the current GMCCA Dealer net price for 3M #08682 Single Step Primer (or equal) needed to perform the required repairs (each can service 20 vehicles), not to exceed \$5.00 USD, \$6.70 CAD.

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Service Procedure

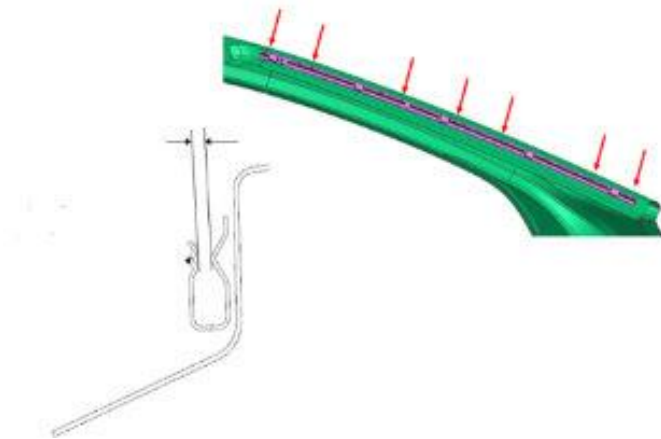
Important: Use extreme care to prevent contact between the edge of the windshield glass and any metal tools.

1. Remove the left and right windshield reveal moldings. Refer to *Windshield Reveal Molding Replacement* in SI.



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2. Apply two layers of masking tape to the left edge of the windshield glass for protection.



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3. Locate the seven depression sections on the left molding retainer bracket.

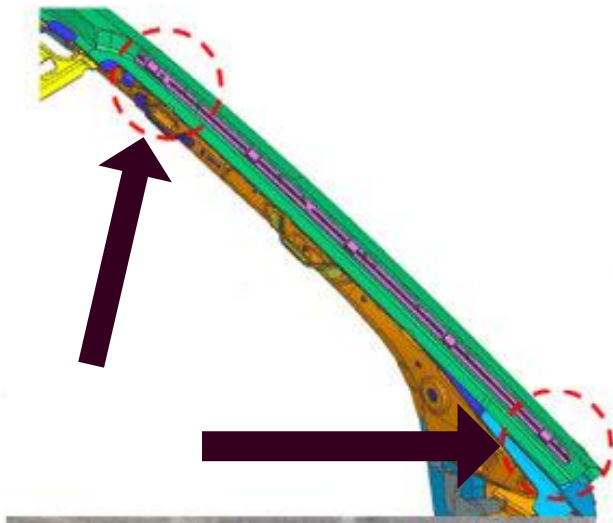
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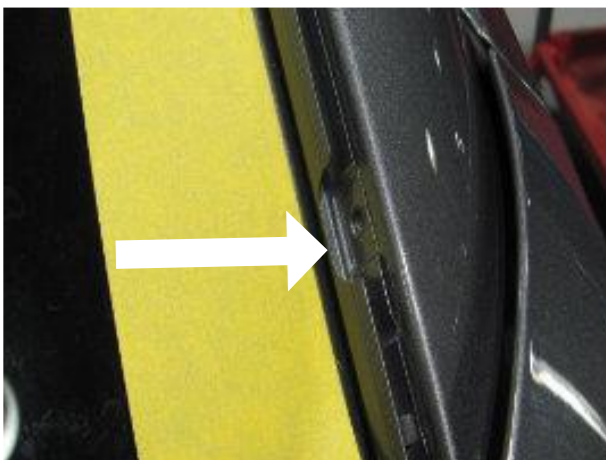


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4. Measure the gap between the inside wall of the retainer bracket and the depressions. Ensure the gap is at least 2mm (0.78 inches).
 - If the gap is 2mm (0.78 inches) or less, no adjustment is required.
 - If the gap is more than 2mm (0.78 inches) squeeze the retainer bracket to the correct dimension, use only hand pressure to bend the retainer bracket.



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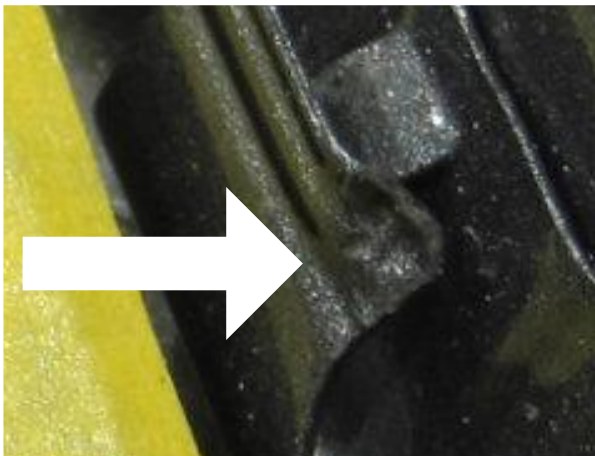
5. Locate the two U shaped notches at the top and bottom of the retainer brackets.

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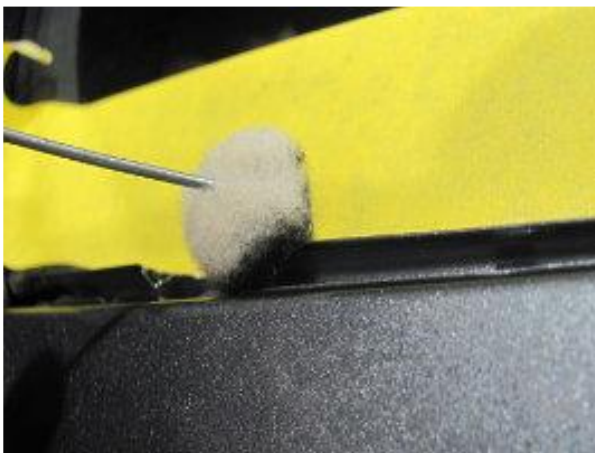


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6. At the two corners where the retainer bracket meets the upper U-shaped notch, bend the metal toward the center of the channel using needle nose pliers. Bend the tabs just past 90 Deg.
7. Repeat the above step at the lower U-shaped notch.



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8. Prime the bent tab areas with a quick drying primer such as 3M #08682 Single Step Black Primer (or equal).
9. Remove the protective tape.
10. Repeat steps 2-9 on the right side of the vehicle.
11. Reinstall the left and right windshield reveal moldings. Refer to *Windshield Reveal Molding Replacement* in SI.

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Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired 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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP program.

Dealer Reports – For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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**