

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6500
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 22, 2023

Subject: SUSPEND: N222392960 - Customer Satisfaction Program
Super Cruise and Surround Vision System Activation
Temporary Suspension

Models: 2023 Cadillac LYRIQ

To: All General Motors Dealers

General Motors is temporarily suspending Customer Satisfaction Program N222392960. Due to an update with the software for the Super Cruise and Surround Vision System, vehicles that are in "Open" status will be temporarily suspended in Investigate Vehicle History (IVH). IVH will be manually changed from an "Open" status to a "Closed" status.

Claims with a Job Card date of March 22, 2023 or later will reject.

Customer appointments for this field action should not be scheduled until further communication has been shared.

Global Warranty Management (GWM)

The Required Field Action section on the IVH screen will be updated to display a "Closed" status on March 22, 2023.

END OF MESSAGE

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