

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6565  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 11, 2023

Subject: N222390690 - Service Update  
High Voltage Harness Contacting Metal Edge

Models: 2023 Cadillac LYRIQ

To: All General Motors Dealers

General Motors is releasing Service Update N222390690 today. The total number of U.S. vehicles involved is approximately 1,055. 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 May 11, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N222390690 High Voltage Harness Contacting Metal Edge



Release Date: May 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.

<b>Condition</b>	Certain 2023 model year Cadillac LYRIQ vehicles may have a condition in which the high voltage harness contacts a sharp edge on the high voltage battery case.
<b>Correction</b>	Dealers will install anti-abrasion tape and secure the high voltage harness.

### Parts

Quantity	Part Name	Part No.
As Required	Anti-Abrasion Electrical Tape / Orange Electrical Tape	NPN*
As Required	Wire Tie-Strap	NPN*

\*These items are to be sourced locally, do not attempt to order from CCA.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106801	Install Anti-Abrasion Tape and Wire Tie-Wrap ADD: Disable/Enable HV System	0.8 0.3	ZFAT	N/A

### Service Procedure

**Danger:** Before working on any high voltage system, be sure to wear the following Personal Protection Equipment:

- Safety glasses with appropriate side shields when within 15 meters (50 feet) of the vehicle, either indoors or outdoors.
- Certified and up-to-date Class "0" Insulation gloves rated at 1000V with leather protectors.
  - Visually and functionally inspect the gloves before use.
  - Wear the Insulation gloves with leather protectors at all times when working with the high voltage battery assembly, whether the system is energized or not.

Failure to follow the procedures may result in serious injury or death.

**Danger:** Electric vehicles (EV) require specialized tools and equipment to complete some EV repairs. This vehicle requires a minimum of a 12,000 pound hoist with 3-stage arms. Failure to use the appropriate hoist could result in vehicle damage, serious injury, or death.

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1. Scan for DTC U2BFF (loss of isolation).
  - If DTC U2BFF is not present, proceed to step two.
  - If DTC U2BFF is present, Disable the high voltage system. Refer to *High Voltage Disabling* in SI. After disabling the high voltage system, if required, proceed to step two.
2. Remove the front compartment insulator. Refer to *Front Compartment Insulator Replacement* in SI.



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3. Locate the orange high voltage (HV) cables on the right side of the vehicle in the area where the front subframe bolts to the underbody.



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4. Wrap the area of the HV cable adjacent to the stamped metal edge as shown, with 3 layers of a high-quality automotive grade anti-abrasion tape.

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5. Wrap the anti-abrasion tape with orange electrical tape.



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6. Install a wire tie-wrap as shown to secure the HV cable.
7. Reinstall the front compartment insulator. Refer to *Front Compartment Insulator Replacement* in SI.
8. If the High Voltage system was disabled, enable the system. Refer to *High Voltage Enabling* in SI.

#### 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/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 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.

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#### 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.

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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.



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