

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6574
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 18, 2023

Subject: N222382520 - Service Update
Intermediate Steering Shaft Bolt

Models: 2023 Cadillac LYRIQ

To: All General Motors Dealers

General Motors is releasing Service Update N222382520 today. The total number of U.S. vehicles involved is approximately 142. 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 18, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N222382520 Intermediate Steering Shaft Bolt



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.

Condition	Certain 2023 model year Cadillac LYRIQ vehicles may experience a vibration in the steering wheel while turning.
Correction	Dealers will inspect for proper clip orientation and if necessary, replace the intermediate shaft bolt.

Parts

Quantity	Part Name	Part No.
1/As Req	Intermediate Steering Shaft Bolt	11604084
1/As Req	Body Harness Stud Clip (#1 in Step 4)	13596799
1/As Req	Body Harness Stud Clip (#2 in Step 4)	84602057
1/As Req	Body Harness Stud Clip (#3 in Step 4)	85527506

It is estimated that only 145 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106547	Inspect Front Body Harness Clearance and install clip over stud near Rear Body Harness	1.3		
	Add: Replace Steering Intermediate Shaft Bolt	0.1	ZFAT	N/A
	Add: Relocate Front Body Harness	0.2		
	Add: Wire to Wire Repair	0.1-0.5		

Service Procedure

1. Remove the 12v Battery Tray. Refer to *Battery Tray Replacement* in SI.

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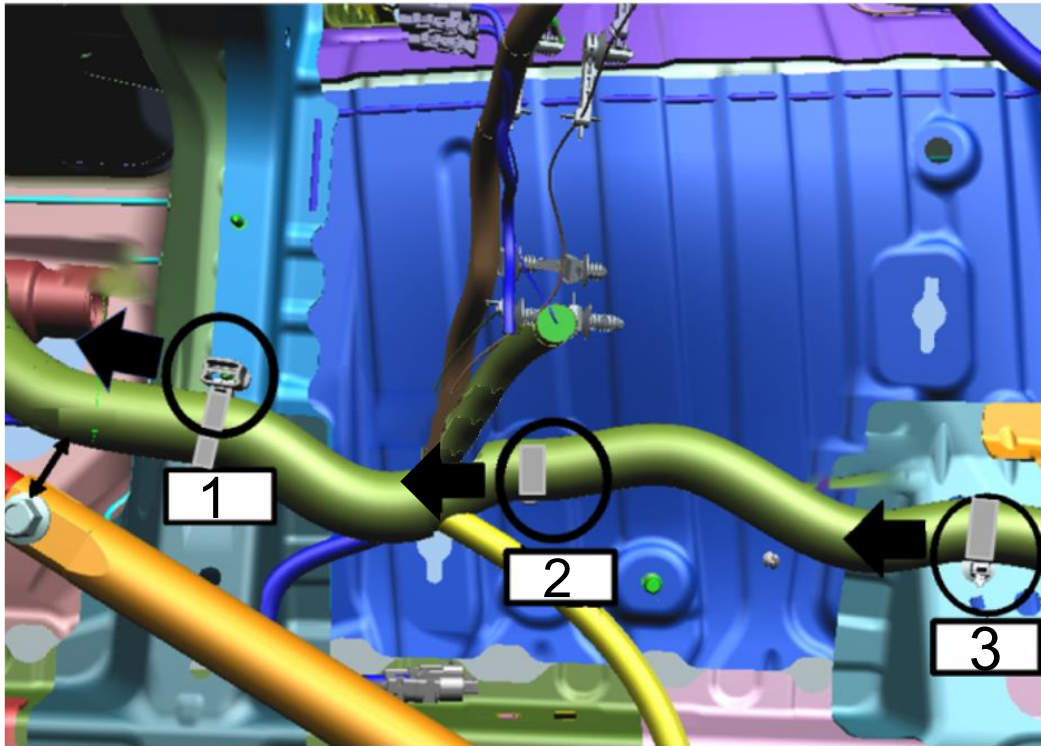


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2. Rotate the steering wheel so that the intermediate shaft bolt has the threaded end pointing towards the wire harness secured to the strut tower, as shown.
3. Using feeler gauges, calipers, or another convenient measuring tool, check to ensure the distance between the intermediate shaft bolt and the body wiring harness is **at least** ¼ inch (7 mm).
 - If the distance between the intermediate shaft bolt and the body harness is at least ¼ inch (7 mm) proceed to step 5.
 - If the distance between the intermediate shaft bolt and the body harness is **not** at least ¼ inch (7 mm), replace the bolt with the part number provided in the parts list for this field action, torquing to 43 lb ft (58 N-m) then proceed to step 4.
 - If there is any damage from the intermediate shaft bolt rubbing the body harness, repair the damage at this time. Refer to *Wire-to-Wire Repair* in SI.
4. With the intermediate shaft bolt still oriented so the threaded end faces the body harness, recheck the clearance in the same fashion as step 3.
 - If the distance between the intermediate shaft bolt and the body harness is at least ¼ inch (7 mm) proceed to step 5.

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- If the distance between the intermediate shaft bolt and the body harness is **not** at least ¼ inch (7 mm), remove the clips from the body wiring harness at locations 1, 2, and 3, and shift the wire harness towards the front of the vehicle (move the clips rearward on the harness) 1.25 inches (30mm) before re-attaching the clips to the harness.

5. Reinstall the 12v Battery Tray. Refer to *Battery Tray Replacement* 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/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.



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