

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6646
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 10, 2023

Subject: N232416980 - Customer Satisfaction Program
12 Volt Battery Drain

Models: 2023 – 2024 Cadillac LYRIQ

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232416980 today. The total number of U.S. vehicles involved is approximately 460. 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 August 10, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N232416980 12 Volt Battery Drain



Release Date: August 2023

Revision: 00

Attention: 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.

This program is in effect until August 31, 2025.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	LYRIQ	2023	2024		

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 and 2024 model year Cadillac LYRIQ vehicles, may have a condition where the 12 volt battery has almost discharged or is at an increased risk of accelerated discharge.
Correction	Dealers are to disconnect, then reconnect the 12 volt battery and reprogram the serial data gateway module.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106855*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration and Performed Battery Reset	0.7	ZFAT	N/A
9106856*	Serial Data Gateway Module Reprogramming with SPS and Performed Battery Reset	0.8	ZFAT	N/A

Important: * To avoid warranty transaction rejections, carefully read and follow the instructions below:

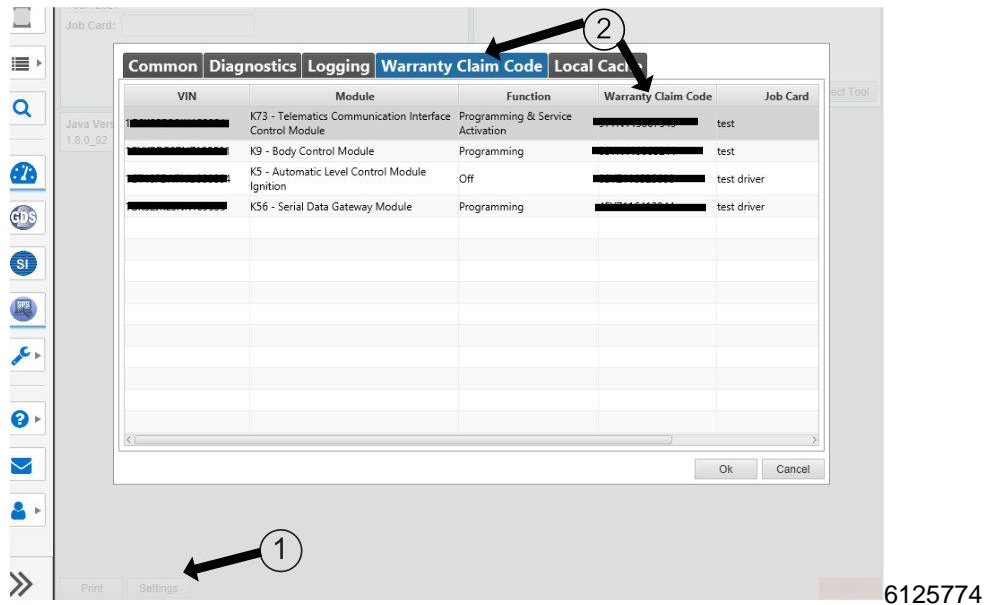


- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

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Warranty Claim Code Information Retrieval



If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Service Procedure

1. Charge the 12 volt battery and perform a battery test with a diagnostic charger if needed.
2. Clear all DTCs if present.
3. Disconnect the Battery Negative Cable and wait a minimum of 30 minutes. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
4. Reconnect the Battery Negative Cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Customer Satisfaction Program

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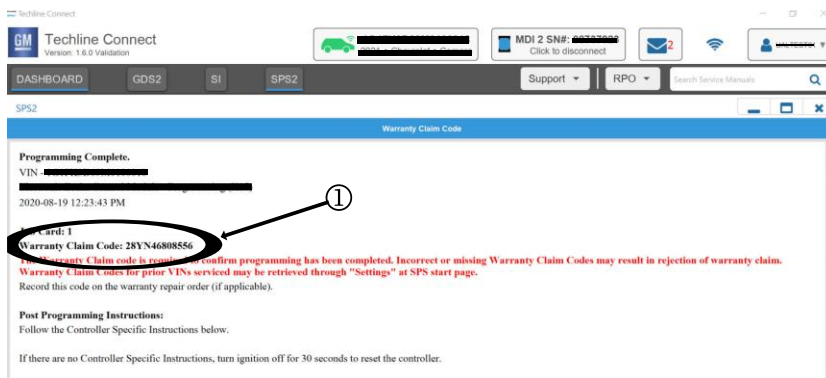


Important: Techline Connect screens shown above.

Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

Note: This programming event is for “programming” only, “setup” is NOT required.

5. Reprogram the Serial Data Gateway Module. Refer to *K56 Serial Data Gateway Module: Programming and Setup* in SI.



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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

6. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Important: Confirm the high voltage SOC is above 10% for LYRIQs.

7. Start the vehicle and ensure the check engine light is NOT illuminated.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 2025. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through August 31, 2025, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports – For USA & Export

Customer Satisfaction Program

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For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain 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 contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

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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Voluntary Technician
Certification**