

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6649
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 15, 2023

Subject: N232409550 - Customer Satisfaction Program
Incorrect Refrigerant Label

Models: 2023 Cadillac LYRIQ

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232409550 today. The total number of U.S. vehicles involved is approximately 58. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in September 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 15, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N232409550 Incorrect Refrigerant Label



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 September 30, 2025.

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 have an incorrect refrigerant label.
Correction	Dealers are to replace the refrigerant label.

Parts

Important: Please follow the instructions below for your region. Due to limited quantities, DO NOT order labels for shelf stock.

USA Dealers: Parts required to complete this recall are to be ordered online, through the GM 1Store via GlobalConnect, the VIN must be supplied. The label will be provided at no charge. Please order the label using item number 85601859 or the bulletin number N232409550.

Canada Dealers: If a replacement label is needed, please contact the Warranty Call Centre at 1-888-222-5546 to order labels which will be provided at no charge. Dealers will be required to provide a VIN at the time of ordering. If a VIN is not involved with this recall, a label will not be available or provided. Please use the Field Action number N232409550 when ordering the label.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106941	Replace the Refrigerant Label	0.2	ZFAT	N/A

Service Procedure

Important: Do **NOT** place **NEW** label over the existing label.

1. Open the Hood.

Customer Satisfaction Program

N232409550 Incorrect Refrigerant Label



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2. Locate the Refrigerant Label (1) under the hood.



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Note: Receiving surface **MUST** be clean, dry, and free of any contaminants.

Note: The old incorrect label (1) is for 1.625 kg, the **NEW CORRECT** label (2) is for 1.200 kg.

3. Remove the OLD Refrigerant Label (1) and any residue using a non-oil based cleaner, preferably isopropyl alcohol (rubbing alcohol), Kent Acrysol, P/N 20005, or equivalent cleaning solvent and dry with clean, lint free cloth.

Customer Satisfaction Program

N232409550 Incorrect Refrigerant Label



4. Firmly hold the NEW label, shown above, and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.
5. Carefully align new label to the surface. Press firmly and smooth out entire label ensuring corners are fully adhered.

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/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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through September 30, 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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 September 30, 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

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.

Customer Satisfaction Program

N232409550 Incorrect Refrigerant Label



Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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**

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N232409550 Incorrect Refrigerant Label



September 2023

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2023 model year Cadillac LYRIQ may have been built with an incorrect refrigerant label.

Your satisfaction with your LYRIQ is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the refrigerant label. This service will be performed for you at **no charge until September 30, 2025**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Cadillac LYRIQ EV	1-844-EV-CADILLAC (1-844-382-2345)	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Cadillac LYRIQ provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N232409550