

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6693  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 16, 2023

Subject: N232413240 - Service Update  
Air Conditioning Hoses Twisted

Models: 2023 – 2024 Cadillac LYRIQ

To: All General Motors Dealers

General Motors is releasing Service Update N232413240 today. The total number of U.S. vehicles involved is approximately 371. 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 October 16, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N232413240 Air Conditioning Hoses Twisted



**Release Date:** October 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	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.

<b>Condition</b>	Certain 2023 and 2024 model year Cadillac LYRIQ vehicles may have a condition in which the air conditioning hoses are twisted.
<b>Correction</b>	Dealers are to inspect the air conditioning hoses and repair if necessary.

### Parts

Quantity	Part Name	Part No.
1	Air Conditioning Evaporator Hose Seal	*

**Note:** \*Please use the VIN and EPC to determine which Air Conditioning Evaporator Seal to order.

Parts should only be ordered when inspection determines that it is necessary to replace this part. It is also estimated that there are only 396 involved vehicles and the investigator believes ONLY 4 vehicles will require parts being replaced.

**Due to the small number of vehicles anticipated 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

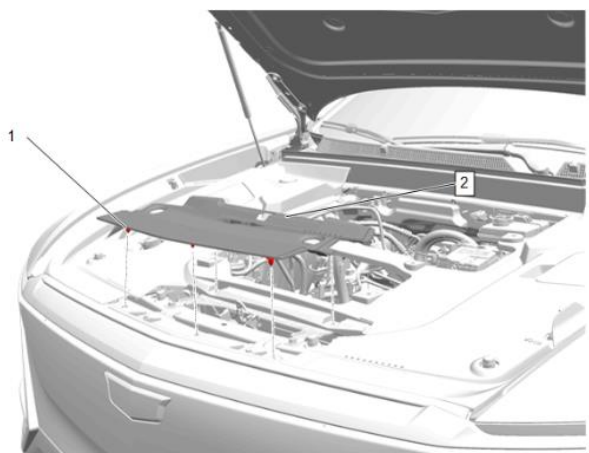
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106987	Inspect Only A/C Hose – No Further Action Required	0.5	ZFAT	N/A
9106988	Reposition A/C Hose (Includes Inspection)	1.5		

### Service Procedure

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

## Service Update

### N232413240 Air Conditioning Hoses Twisted



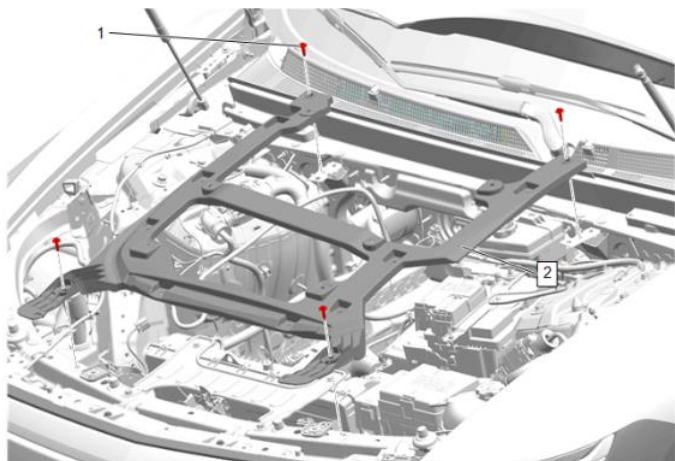
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1. Remove the Front Compartment Front and Side Sight Shields. Follow the steps in *Front Compartment Front Sight Shield Replacement* in SI.



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2. Inspect the Air Conditioning Compressor Hose and Air Conditioning Evaporator Hose for twisting.
  - If the two hoses are twisted around each other, proceed to Step 3.
  - If the two hoses are NOT twisted and run parallel with each other, proceed to Step 16.
3. Recover the Refrigerant. Refer to *Refrigerant Recovery and Recharging* in SI.

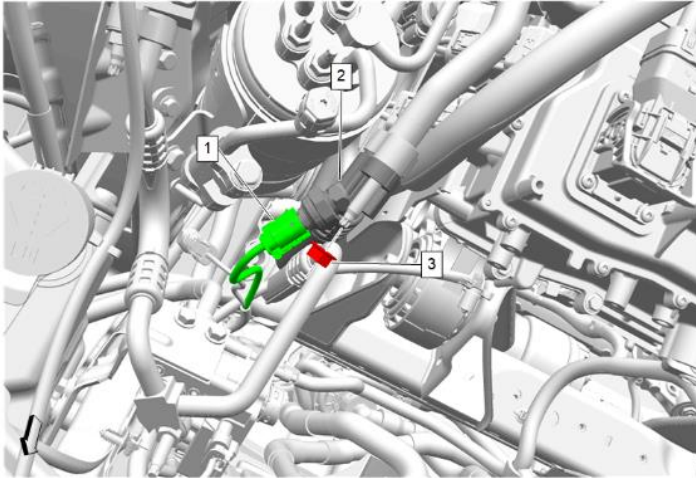


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4. Remove the Front Trim Finish Compartment Support. Refer to *Front Trim Finish Compartment Support Replacement* in SI.

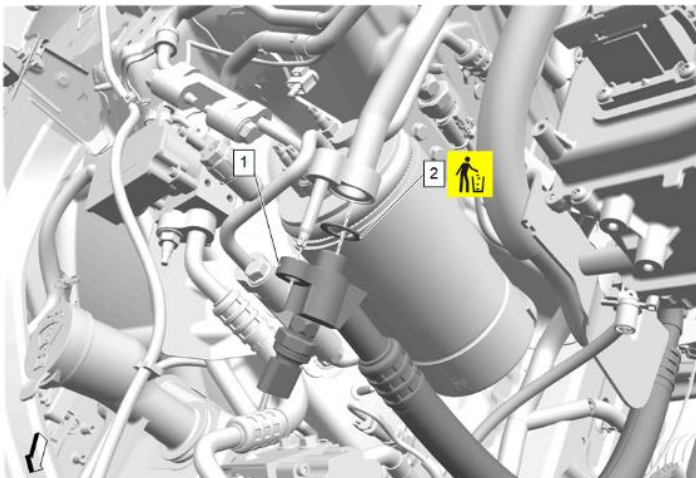
## Service Update

### N232413240 Air Conditioning Hoses Twisted



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5. Disconnect the Air Conditioning Refrigerant Pressure and Temperature Sensor Electrical Connector (1).
6. Remove the Heater and Air Condition Evaporator and Blower Module Refrigerant Pipe Nut (3) at the Air Conditioning Evaporator Hose (2).



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7. Remove the Air conditioning Evaporator Hose (1) at the Heater and Air Conditioning Evaporator and Blower Module Refrigerant Auxiliary Pipe.
8. Remove and DISCARD Air Conditioning Evaporator Seal (2).

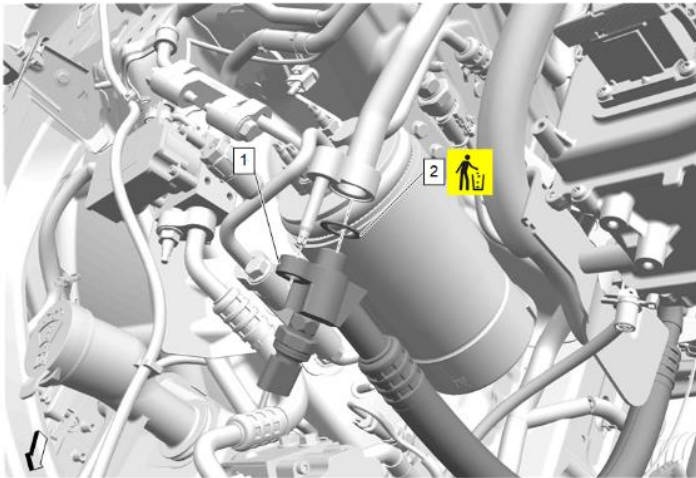
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9. Re-route the Air Conditioning Evaporator Hose from the Air Conditioning Compressor Hose, so that they run parallel to each other.

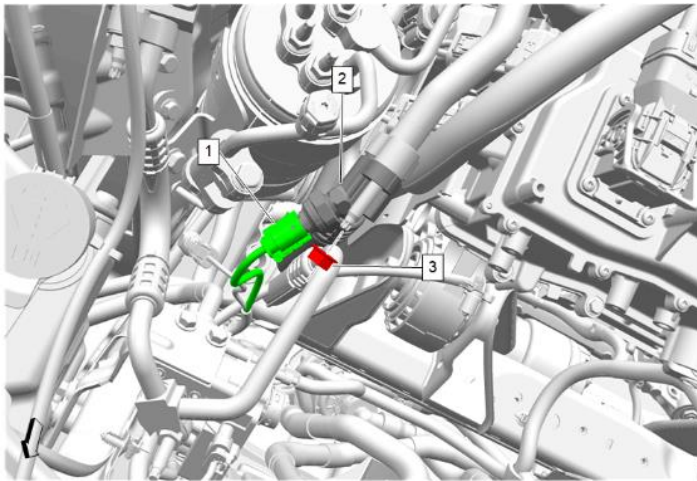


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10. Install NEW Air Conditioning Evaporator Seal (2).
11. Install the Air Conditioning Evaporator Hose (1) at the Heater and Air Conditioning Evaporator and Blower Module Refrigerant Auxiliary Pipe.

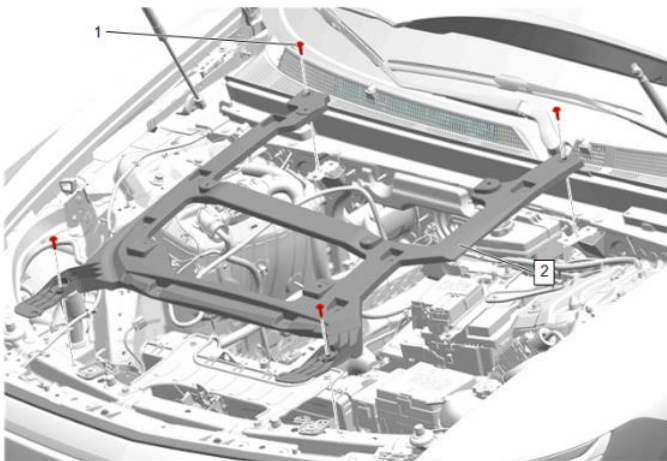
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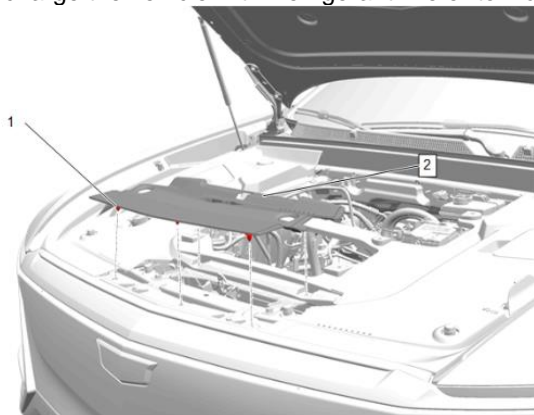
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12. Install the Heater and Air Condition Evaporator and Blower Module Refrigerant Pipe Nut (3) at the Air Conditioning Evaporator Hose (2).
13. Connect the Air Conditioning Refrigerant Pressure and Temperature Sensor Electrical Connector (1).



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14. Install the Front Finish Compartment Support. Refer to *Front Trim Finish Compartment Support Replacement* in SI.
15. Recharge the vehicle with Refrigerant. Refer to *Refrigerant Recovery and Recharging* in SI.



5923708

16. Install the Front Compartment Front and Side Sight Shields. Follow the steps in *Front Compartment Front Sight Shield Replacement* in SI.

# Service Update

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### 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 Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation 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.

