

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6711  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 8, 2023

Subject: N232414770 - Service Update  
Incorrect HVAC Coolant Sensor Harness

Models: 2024 Cadillac LYRIQ  
Equipped with ELECTRIFIED PROPULS-ELECTRIC, BEV, GEN 3,  
RWD,  
CHASSIS DRIVE LINE-REAR WHEEL DRIVE (RWD) (RPO X0D,  
RWL)

To: All General Motors Dealers

General Motors is releasing Service Update N232414770 today. The total number of U.S. vehicles involved is approximately 530. 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 November 8, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N232414770 Incorrect HVAC Coolant Sensor Harness



Release Date: November 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	2024	2024	X0D, RWL	ELECTRIFIED PROPULS-ELECTRIC, BEV, GEN 3, RWD, CHASSIS DRIVE LINE-REAR WHEEL DRIVE (RWD)

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 2024 model year Cadillac LYRIQ RWD vehicles may have a condition where the wires to a coolant sensor could create stress at the connector.
<b>Correction</b>	Dealers are to perform a Harness Clip adjustment.

### Parts

Quantity	Part Name	Part No.
1	Harness Clip	84112517

It is estimated that only 557 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

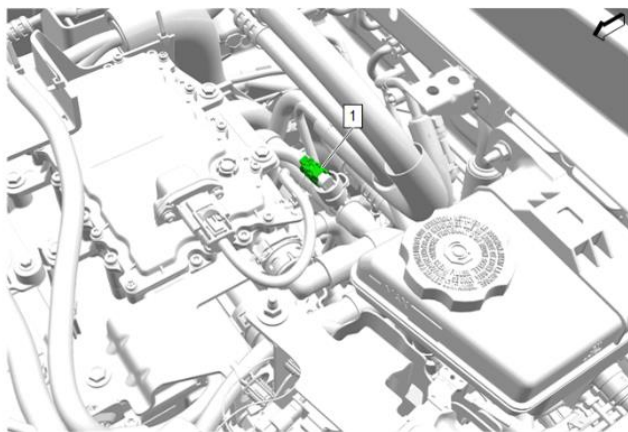
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106951	Coolant Temperature Sensor B Harness Clip Rework	0.4	ZFAT	N/A

### Service Procedure

1. Remove the Front Compartment Rear Access Cover. Refer to *Front Compartment Rear Access Cover Replacement* in SI.

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6174112

2. Locate the B388B Hybrid/Propulsion System Coolant Temperature Sensor 2 (1).



6408277

3. Follow the B388B Hybrid/Propulsion System Coolant Temperature Sensor 2 wiring to the harness clip holding the main harness wiring and the B388B Hybrid/Propulsion System Coolant Temperature Sensor 2 harness.
4. Cut and DISPOSE of the harness clip tie strap that holds both the main harness bundle and the smaller coolant temperature sensor branch.
5. Reapply NEW clip tie strap to hold ONLY the larger main harness bundle, allowing the B388B Hybrid/Propulsion System Coolant Temperature Sensor 2 harness to hang freely.
6. Install the Front Compartment Rear Access Cover and Front Compartment Left Side Sight Shield. Refer to *Front Compartment Side Sight Shield 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.

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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.

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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.



**We Support  
Voluntary Technician  
Certification**