

GENERAL MOTORS  
DCS6829  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 19, 2024

Subject: N232423610 - Customer Satisfaction Program  
Incorrect Trailing Information

Models: 2023 – 2024 Cadillac LYRIQ

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232423610 today. The total number of U.S. vehicles involved is approximately 28,552. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in April 2024.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen has been updated. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

# Customer Satisfaction Program

## N232423610 Incorrect Trailing Information



**Release Date:** March 2024

**Revision:** 00

**Attention:** The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

**This program is in effect until April 30, 2026.**

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 - 2024 model year Cadillac LYRIQ vehicles, may need an insert with updated towing information for their Essential Operating and Safety Manual.
<b>Correction</b>	Dealers will insert updated towing information into the Essential Operating and Safety Manual. Since the towing information insert can be easily installed, and to reduce customer inconvenience, the insert will be sent directly to customers of record along with instructions. Customers may place the insert into their Essential Operating and Safety Manual or, if they desire, they may ask the dealer to perform this task. In addition, if the customer has accepted the Terms and Conditions and are a connected customer, the electronic copy in the infotainment system will automatically be updated.

### Parts

No parts are required.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107249	Print and Install Towing Information Insert	0.1	ZFAT	N/A

### Service Procedure

- Print the appropriate language Towing Information insert(s) for your service area.
  - For US: English Version
  - For CA: English and French Versions.
  - For MX: Spanish Version.
- Locate the Essential Operating and Safety Manual.
- Install the printed Towing Information Insert into the Essential Operating and Safety Manual.

# Customer Satisfaction Program

## N232423610 Incorrect Trailering Information



### English

#### Insert to the 2023 and 2024 Cadillac LYRIQ Owner's Manual

This information replaces the information under "General Towing Information" found in the Driving and Operating > Trailer Towing Section of the owner's manual.

#### General Towing Information (AWD Only)

#### General Towing Information (RWD Only)



Never tow a trailer with your RWD vehicle. It was not designed or intended to tow a trailer.



Litho in U.S.A.  
Part No. 85722881

This information replaces the information under "Trailer Towing (Maximum Trailer Weight rating chart)" found in the Driving and Operating > Trailer Towing Section of the owner's manual.

#### Trailer Towing (AWD Only)

Vehicle	Maximum Trailer Weight	GCWR
LYRIQ AWD	1580 kg (3,500 lb)	4536 kg (10,000 lb)

This information is added to the information under "Towing Equipment" found in the Driving and Operating > Trailer Towing Section of the owner's manual.

#### Trailer Brakes

Loaded trailers over 450 kg (1,000 lb) must be equipped with brake systems and with brakes for each axle. Trailer braking equipment conforming to Canadian Standards Association (CSA) requirement CAN3-D313, or its equivalent, is recommended.

State or local regulations may require trailers to have their own braking system if the loaded weight of the trailer exceeds certain minimums that can vary from state to state. Read and follow the instructions for the trailer brakes so they are installed, adjusted, and maintained properly. Never attempt to tap into your vehicle's hydraulic brake system. If you do, both the vehicle anti-lock brakes and the trailer brakes may not function, which could result in a crash.

A fused 12V+ lead can be wired to the battery to support a 4 pin to 7 pin vehicle side trailer connection to support braking applications. This will function with a Bluetooth trailer brake controller.

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### French

#### Insérer le Guide du propriétaire du Cadillac LYRIQ 2023 et 2024

Cette information remplace l'information de la section « Information générale sur le remorquage », dans la section Conduite et fonctionnement > Remorquage, du guide du propriétaire.

#### Information générale sur le remorquage (traction intégrale uniquement)

#### Information générale sur le remorquage (propulsion uniquement)



Ne jamais tracter une remorque avec votre véhicule propulsion uniquement. Il n'a pas été conçu ou prévu pour une telle utilisation.



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Numéro de pièce 85722881

Cette information remplace l'information de la section « Remorquage (tableau de poids maximal de la remorque) », dans la section Conduite et fonctionnement > Remorquage, du guide du propriétaire.

#### Remorquage (traction intégrale uniquement)

Véhicule	Poids maximal de la remorque	PNBC
LYRIQ AWD	1580 kg (3500 lb)	4536 kg (10000 lb)

Cette information s'ajoute à l'information de la section « Équipement de remorquage », dans la section Conduite et fonctionnement > Remorquage, du guide du propriétaire.

#### Freins de remorque

Les remorques chargées de plus de 450 kg (1 000 lb) doivent être équipées de systèmes de freinage avec des freins sur chaque essieu. De l'équipement de freinage de remorque conforme à la norme CAN3-D313 de la Canadian Standards Association (CSA), ou un équivalent, est recommandé.

Les réglementations provinciales ou locales peuvent exiger que les remorques soient équipées de leur propre système de freinage

si le poids de la remorque chargée dépasse certains minimums pouvant varier d'une province à l'autre. Lire et suivre les instructions concernant les freins de remorque afin qu'ils soient installés, réglés et entretenus correctement. Ne jamais tenter de pontage sur le système hydraulique des freins du véhicule. Cela peut empêcher le fonctionnement des freins ABS du véhicule et des freins de la remorque, ce qui peut provoquer un accident.

Un fil conducteur de 12 V protégé par fusible peut être raccordé à la batterie pour soutenir la prise du véhicule à 4 ou 7 broches pour remorque afin de prendre en charge le freinage. Compatible avec un contrôle de freins de remorque Bluetooth.

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# Customer Satisfaction Program

## N232423610 Incorrect Trailing Information



### Spanish

#### Insertar en el manual del propietario del Cadillac LYRIQ 2023 y 2024

Esta información reemplaza la información bajo "Información de remolque general" que se encuentra en la sección de Conducción y Operación > Arrastre de remolque del manual del propietario.

Información de remolque general (Sólo AWD)

Información de remolque general (Sólo RWD)

#### ⚠ Advertencia

Nunca arrastre un remolque con su RWD vehículo. No está diseñado ni destinado para arrastrar un remolque.



Impreso en los EE.UU.  
Número de parte: 85722882

Esta información reemplaza la información bajo "Arrastre de remolque (Tabla de clasificación de peso máximo de remolque)" que se encuentra en la sección de Conducción y Operación > Arrastre de remolque del manual del propietario.

#### Arrastre de remolque (Sólo AWD)

Vehículo	Peso máximo del remolque	GCWR
LYRIQ AWD	1580 kg (3,500 lbs)	4536 kg (10,000 lbs)

Esta información se agrega a la información bajo "Equipo de remolque" que se encuentra en la sección de Conducción y Operación > Arrastre de remolque del manual del propietario.

#### Frenos del remolque

Los remolques cargados con más de 450 kg (1,000 lbs) deben estar equipados con sistemas de freno y con frenos en cada eje. Se recomienda equipo de freno de remolque que cumpla con el requerimiento CAN3-D313 de Canadian Standards Association (CSA), o su equivalente.

Las regulaciones estatales y locales pueden requerir que los remolques tengan su propio sistema de frenado si el peso cargado del

remolque excede ciertos mínimos que pueden variar de un estado a otro. Lea y siga las instrucciones de los frenos del remolque para instalarlos, ajustarlos y darles el mantenimiento adecuado. Nunca intente golpear el sistema de freno hidráulico de su vehículo. Si lo hace, tanto los frenos anti-bloqueo del vehículo y los frenos del remolque pueden no funcionar, lo que podría resultar en un accidente.

Una terminal de 12V+ con fusible se puede conectar por cable a la batería para apoyar la conexión del remolque de lado del vehículo de 4 clavijas a 7 clavijas para soportar aplicaciones de frenado. Esto funcionará con un controlador de freno de remolque Bluetooth.

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### Dealer Responsibility

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/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 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through April 30, 2026. 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 April 30, 2026, 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.

# Customer Satisfaction Program

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### 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 Notification

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

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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**

# Customer Satisfaction Program

## N232423610 Incorrect Trailing Information



April 2024

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2023 - 2024 model year Cadillac LYRIQ online Owner Manual now has updated towing information. We have enclosed a printout for your Essential Operating and Safety manual. In addition, if you have accepted the Terms and Conditions and are a connected customer, the electronic copy in your infotainment system will automatically be updated.

**What We Will Do:** If you lose this insert or have questions, you can reach out to your Cadillac EV Certified dealer. Your dealer can also print and place this insert in your Essential Operating and Safety Manual. This service will be performed for you at **no charge** until April 30, 2026.

**What You Should Do:** Locate the enclosed updated towing information insert. Add the insert to the vehicle's Essential Operating and Safety Manual and keep it with your vehicle for future reference.

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	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 update your Essential Operating and Safety Manual 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

Enclosure  
N232423610