

GENERAL MOTORS  
DCS6859  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 18, 2024

Subject: N242440290 - Service Update  
Liftgate Water Intrusion

Models: 2024 Cadillac LYRIQ

General Motors is releasing Service Update N242440290 today.

**What Should Dealers Do:** Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

END OF MESSAGE

# Service Update

## N242440290 Liftgate Water Intrusion



**Release Date:** April 2024

**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.

For EV Involved Vehicles: 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.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	LYRIQ	2024	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 2024 model year Cadillac LYRIQ vehicles may have water intrusion in the liftgate and or rear cargo area.
<b>Correction</b>	Dealers will inspect for water leak and may require the replacement of the liftgate glass and/or certain electrical components.

### Parts

No Parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107327	Inspect Rear Window (No Further Action Required)	0.2	ZFAT	N/A
9107328	Sublet Rear Window Replacement	2.5	ZFAT	*
	ADD: Inspect Liftgate Components and Connectors	0.3		N/A
	ADD: Replace Liftgate Close Switch	0.1		N/A
	ADD: Replace Liftgate Courtesy Lamp	0.1		N/A
	ADD: Replace Liftgate Latch	0.3	N/A	

\* Amount identified in "Net Item" should represent the actual sum total of the sublet repair.

### Service Procedure



6615586

## Service Update

### N242440290 Liftgate Water Intrusion



1. Inspect the Rear Window for water leaks by firmly pressing on the inside of the glass and checking for separation between the Liftgate Glass and the Liftgate.
  - If the Rear Window separates from the Liftgate, proceed to Step 2.
  - If the Rear Window does not separate from the Liftgate, no further action is required.

**Note:** Do not replace the existing Rear Window with a new window unless the existing glass is cracked or broken. The Locating Pins on the Glass may be damaged during removal but are not necessary for reinstallation.

**Note:** Do not reinstall the Interior Trim components until all required inspection steps are completed.

2. Remove the Rear Window. Refer to *Rear Window Replacement* in SI. Sublet repair to local glass repair facility.
3. Reinstall the Rear Window. Refer to *Rear Window Replacement* in SI. Sublet repair to local glass repair facility.
4. Ensure the Liftgate Lower Trim Finish Panel is removed before continuing to the following inspection steps. Refer to *Liftgate Lower Trim Finish Panel Replacement* in SI.



6615588



6615590

5. Remove and Inspect the Liftgate Close Switch and electrical connector for corrosion.
  - If the Liftgate Close Switch or the electrical connector has signs of corrosion, proceed to Step 6.

## Service Update

### N242440290 Liftgate Water Intrusion



- If the Liftgate Close Switch and electrical connector do not show signs of corrosion, proceed to Step 8.
6. Replace the Liftgate Close Switch. Refer to *Liftgate Close Switch Replacement* in SI.
  7. Replace the Liftgate Close Switch Harness Connector. Refer to *Wire to Wire Repair* in SI.



6615592



6615594

8. Remove and inspect the Liftgate Courtesy Lamp and its electrical connector for corrosion.
  - If the Liftgate Courtesy Lamp or the electrical connector has signs of corrosion, Proceed to Step 9.
  - If the Liftgate Courtesy Lamp and electrical connector does not show signs of corrosion, Proceed to Step 11.
9. Replace the Liftgate Courtesy Lamp. Refer to *Liftgate Courtesy Lamp Replacement* in SI.
10. Replace the Liftgate Courtesy Lamp electrical Connector. Refer to *Wire to Wire Repair* in SI.

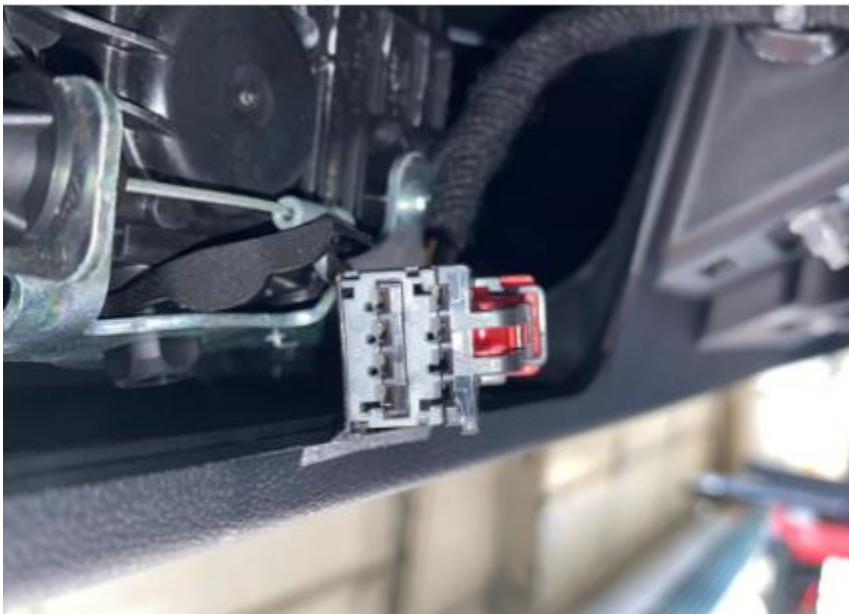


## Service Update

### N242440290 Liftgate Water Intrusion



6615601



6615603

11. Inspect the Liftgate Latch and its electrical connector for signs of corrosion.
  - If the Liftgate Latch or its electrical connector has signs of corrosion, proceed to Step 12.
  - If the Liftgate Latch and its electrical connector do not show signs of corrosion, Proceed to Step 14.
12. Replace the Liftgate Latch. Refer to *Liftgate Latch Replacement* in SI.
13. Replace the Liftgate Latch electrical connector. Refer to *Wire to Wire Repair* in SI.
14. Reinstall all removed trim and components. Refer to the installation steps in *Rear Window 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 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.

## Service Update

### N242440290 Liftgate Water Intrusion



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.

---

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**