



# IMPORTANT SAFETY RECALL

November 2022

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 model year Cadillac LYRIQ vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall N222379510.
- A software update is available for your vehicle that can be performed remotely with wireless over-the-air technology. If you've already accepted the update, no further action is necessary. If you have not accepted the update, follow the in-vehicle radio prompts or schedule an appointment with your dealer.
- Once the software update is complete, please know that you will need to reconfigure certain vehicle settings or preferences, as they have been altered as a result of the update.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The driver video display control module in these vehicles occasionally performs a boot-up/shut-down cycle when the vehicle is parked and powered off that can be interrupted if a door is opened. If the cycle is interrupted during a specific five-second window, the driver video display can go blank. This blank-screen condition will normally reset if the vehicle is turned off and turned back on. If this condition occurs and the driver operates the vehicle with the video display blank, the vehicle's instrument panel and other FMVSS-regulated features will not be available, increasing the risk of a crash.

### What will we do?

GM will update the vehicles' video display control module software. Owners who have accepted the applicable terms and conditions may have already received the update with wireless over-the-air technology and will not have to bring their vehicle to a dealership. GM began prompting owners through the vehicle's radio screen on November 7, 2022. Any owner having received this update through over the air (OTA) technology will not have to bring their vehicle to a dealership. Alternatively, you may schedule to have the updates performed at your dealer. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual time of approximately one hour and five minutes.

### What should you do?

The software update can be performed remotely using wireless over-the-air technology. If you've already accepted the update, no further action is necessary. If you have not accepted the update, you will be notified that the update is available by in-vehicle prompts from the radio display.

The software download will happen in the background and will not require any interaction. Once the vehicle download is complete, you will be asked to accept the software installation. The vehicle must be parked when you accept the installation. It must remain parked, with the ignition in the OFF position, throughout the installation process. Installation will only take up to 25 minutes, and you do not have to stay in your vehicle while the software is installing. Your vehicle will not be operational during the installation process and must remain parked while the software is installing to your vehicle.

Once the software update is complete, please know that you will need to reconfigure certain vehicle settings or preferences, as they have been altered as a result of the update.

Upon your next ignition cycle after the installation completes, your vehicle's radio will display a confirmation message that the update was successful. If you receive a message that the installation cannot continue or did not complete successfully, the installation process may retry after your next ignition cycle. If the problem persists, contact your dealer to arrange a service appointment as soon as possible.

You can also decline the update by selecting the "Learn More" button, then "Details" and then the "Decline Update" option. If you decline the update, contact your dealer to arrange a service appointment as soon as possible.

If you need to bring your vehicle to the dealer, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately one hour and five minutes.

When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

**Do you have questions?**

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	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 22V710.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto  
Vice President  
Global Product Safety and Systems

GM Recall: N222379510