

Reference Number: GCUS-3-3078

Stop Delivery Order for Safety Recall N232425220 - Incorrect Weld on Rear Seat Belt Anchorage

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6727

URGENT - DISTRIBUTE IMMEDIATELY

Date: November 22, 2023

Subject: Stop Delivery Order for Safety Recall N232425220

Incorrect Weld on Rear Seat Belt Anchorage

Models: 2023 – 2024 Cadillac LYRIQ

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2023 and 2024 model year Cadillac LYRIQ vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about a safety recall that involves these vehicles. The GM recall number is N232425220.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

These vehicles may contain a rear seat belt bracket that was improperly welded to the seat frame by the seat frame supplier. This bracket provides seat belt anchor points for both the rear left and rear center seating positions. A rear seat belt bracket that is not properly welded to the seat frame may not perform as intended in certain crash conditions, increasing the risk of injury. As a precaution, owners should not use the rear seat left and center seating positions until the remedy is performed.

Parts are not currently available, but when parts are available, dealers will replace the rear seat cushion frame.

Customer-owned vehicles: If a customer-owned vehicle comes into the dealership prior to parts being available to remedy this condition, **advise the customer to not allow passengers to use the driver rear or center rear seating positions until the rear seat cushion frame has been replaced.** Further advise the customer that GM is working to obtain the parts necessary to complete the recall repairs and will send the customer a letter when parts are available.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation Report using Field Action Reports-GFAM within the Maxis Dealer Application in GlobalConnect.

Frequently Asked Questions Document (FAQs)

Attached to this message you will find a document that addresses the most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "11/22/2023" under Release Date and "Incomplete – Remedy Not Available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE

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