

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS 6322
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 27, 2022

Subject: N222384530 - Customer Satisfaction Program
Liftgate Panel Cracking

Models: 2023 Cadillac LYRIQ

To: All General Motors Dealers

Important: An initial supply of part numbers 87849010, 86777479, 85515565 and 11549309 will be pre-shipped to dealers on record of all impacted VINS in the United States and Canada. This pre-shipment starts the week of 10/24/22 and will continue until the end of October. Pre-shipped parts will be charged to dealer's open parts account. All orders placed prior to and during the pre-ship will be cancelled. A quantity limiter may be in effect.

General Motors is releasing Customer Satisfaction Program N222384530 today. The total number of U.S. vehicles involved is approximately 186. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in November 2022.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 27, 2022. A list of vehicles in dealer inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N222384530 Liftgate Panel Cracking



Release Date: October 2022

Revision: 00

Attention: 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.

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This program is in effect until November 30, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	LYRIQ	2023	2023		

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.

Condition	Certain 2023 model year Cadillac LYRIQ vehicles may have a condition in which the molded-in interior trim panel of the liftgate assembly can crack in cold temperatures.
Correction	Dealers will replace the liftgate assembly.

Parts

Quantity	Part Name	Part No.
1	Assembly - Liftgate	87849010
2	Insulator - Rear end Spoiler	86777479
1	Plate Assembly – Rear Compartment Lid Name	85515565
2	Nut	11549309

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The parts required for this program are on restriction through the GM Technical Assistance Center (TAC). Please contact TAC at telephone number US 1-877-446-82__ (Action Center prompt) or Canada 1-800-263-7740 for English or 1-800-263-7960 for French.

For Export: If the described condition has been confirmed using the diagnostics listed in the service procedure, please contact CCA's Export Order Fulfillment group to place the order on your behalf.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106496	Install Liftgate Assembly	1.7	ZFAT	N/A

Service Procedure

Overview: The service liftgate assembly for this repair will be shipped painted and assembled. It will be necessary to transfer the upper rear spoiler, two interior trim panels, key lock cylinder assembly and the latch cover from the existing liftgate installed on the vehicle. New spoiler seals, attachment nuts and one name plate will also require replacement with new service parts.

Important: Remove the new service liftgate from the box and place it on soft, non-marring work surface. Thoroughly inspect the new liftgate for damage before removing the original liftgate from the vehicle. If any damage is found, order a new liftgate assembly, do not attempt to repair any damage.

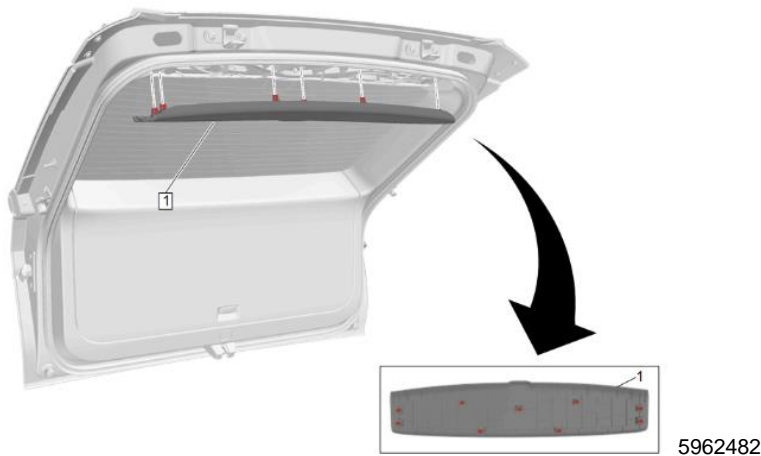
Warning: When a lift gate hold open device is being removed or installed, provide alternate support to avoid the possibility of damage to the vehicle or personal injury.

Caution: Apply pressure only at the end of the liftgate/hood assist rod that you are removing or attaching. Do NOT apply pressure to the middle of the rod because damage or bending will result.

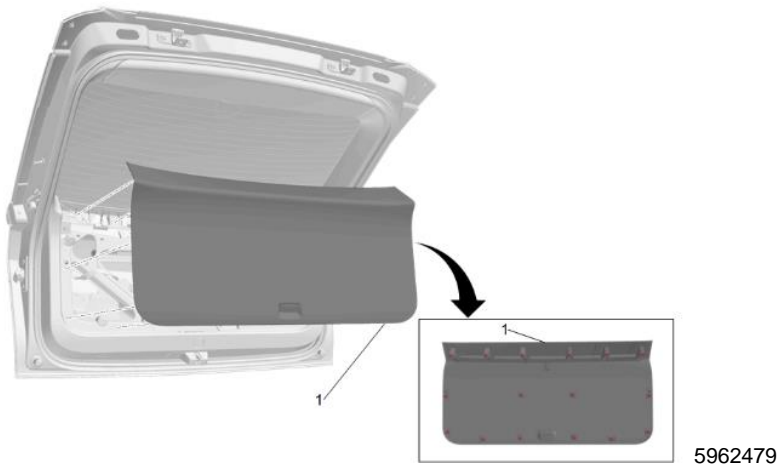
Customer Satisfaction Program N222384530 Liftgate Panel Cracking



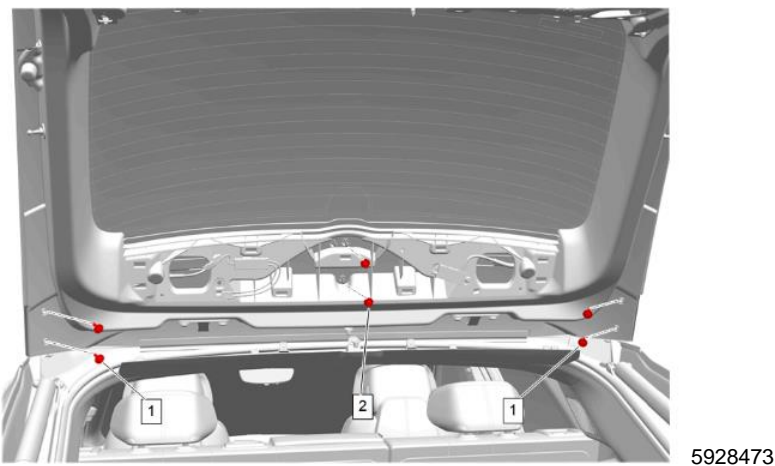
Caution: DO NOT exceed the limit of the liftgate power assist actuator ball socket joint's free motion during installation to prevent possibility of damage to the actuator.



1. Using an appropriate trim removal tool, release the retaining clips and remove the upper liftgate trim panel (1).



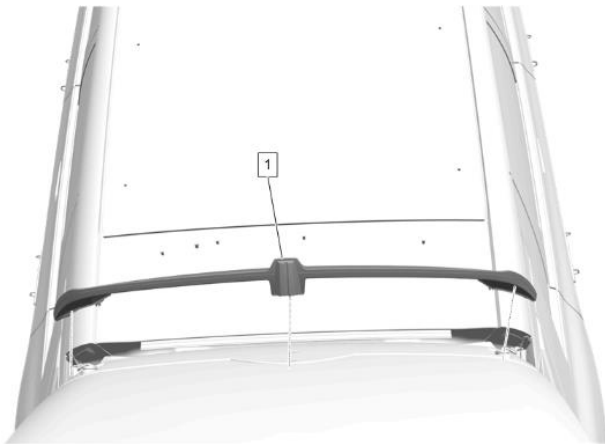
2. Using an appropriate trim removal tool, release the retaining clips and remove the lower liftgate trim panel (1).



3. Remove the six spoiler attachment fasteners (1) and (2). Discard the two center fasteners (2).

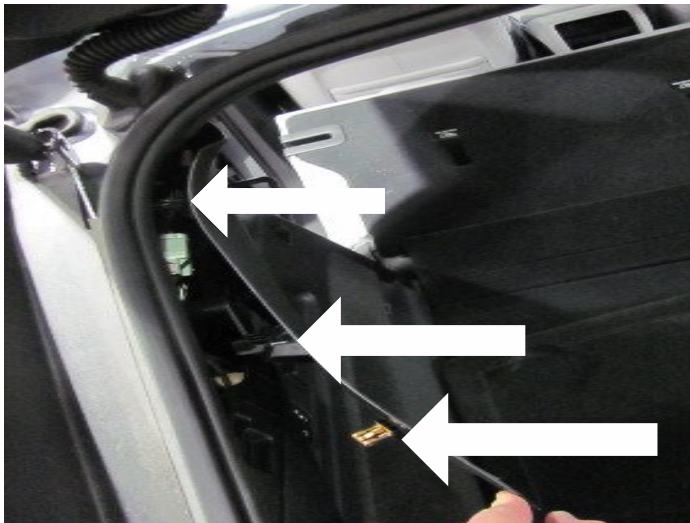
Customer Satisfaction Program

N222384530 Liftgate Panel Cracking



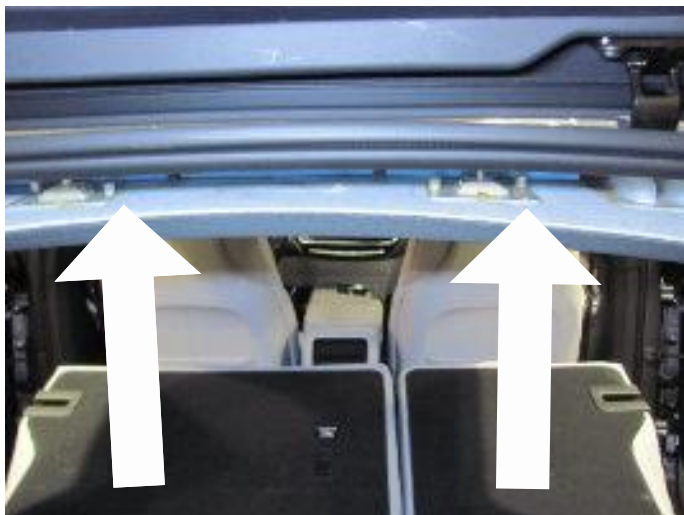
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4. Release the retaining tabs, disconnect the left and right electrical connectors and remove the rear spoiler (1).



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5. Release the left and right ¼ upper trim panels at the liftgate opening using an appropriate trim removal tool. There are three clips on each side. Do not remove the trim panels.

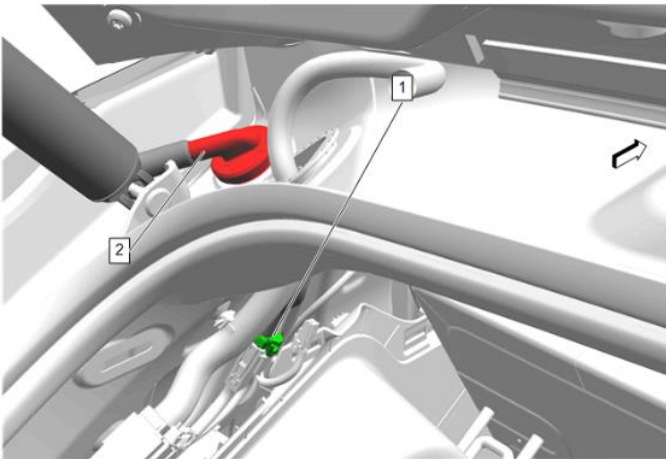


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6. Lower the center of the headliner by releasing the two retainers.

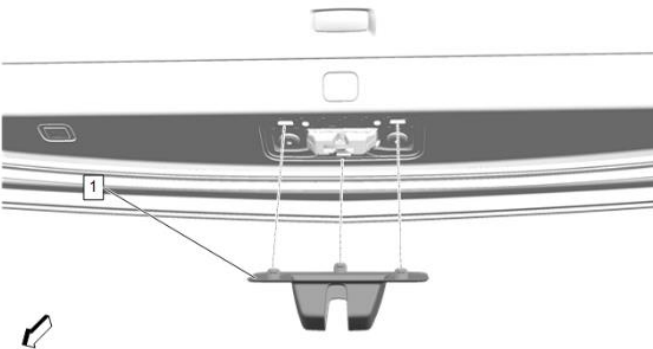
Customer Satisfaction Program

N222384530 Liftgate Panel Cracking



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7. Disconnect the left and right electrical connectors (1), there are two per side. Release the grommet (2) for the left and right liftgate actuator wiring, start at the rear of the grommet.
 8. Disconnect the window washer hose.
 9. Support the liftgate with an appropriate hold open device.
 10. Loosen, but **DO NOT REMOVE** the left and right hinge to body attachment nuts.
- Important:** The following steps require the assistance of two additional people.
11. With the assistance of two additional people, stabilize the liftgate and remove the two liftgate hinge attachment nuts.
 12. Remove the metal clips from the liftgate end of the left and right actuators.
 13. Release the actuators and carefully remove the liftgate assembly from the vehicle.
 14. Place the liftgate on a stable work bench.

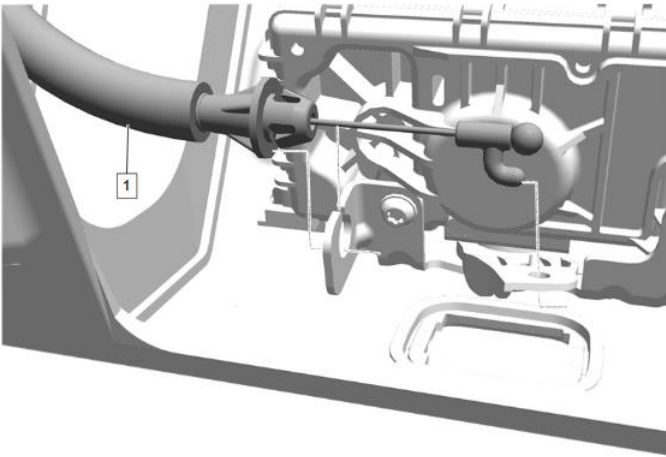


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15. Using a trim removal tool, release the retaining clips and remove the latch cover (1).

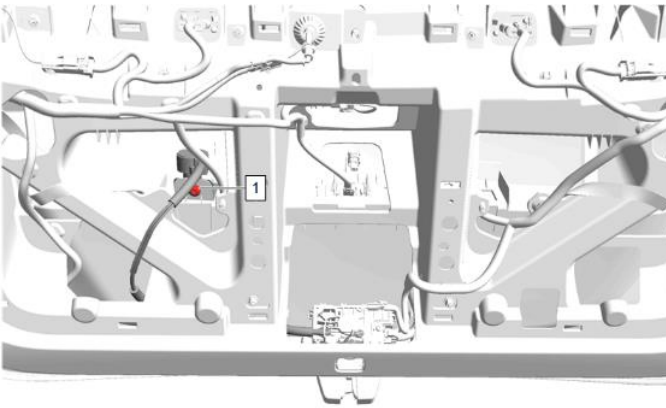
Customer Satisfaction Program

N222384530 Liftgate Panel Cracking



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16. Remove the lock cylinder cable from the latch (1).



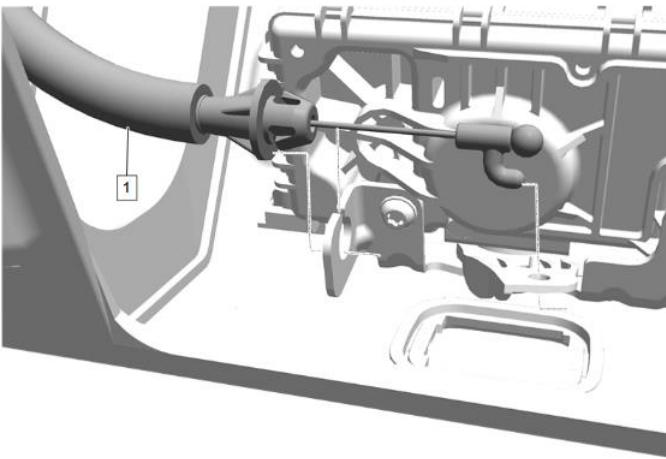
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17. Remove the lock cylinder mounting bolt (1).



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18. Remove the lock cylinder and cable assembly from the liftgate (1).



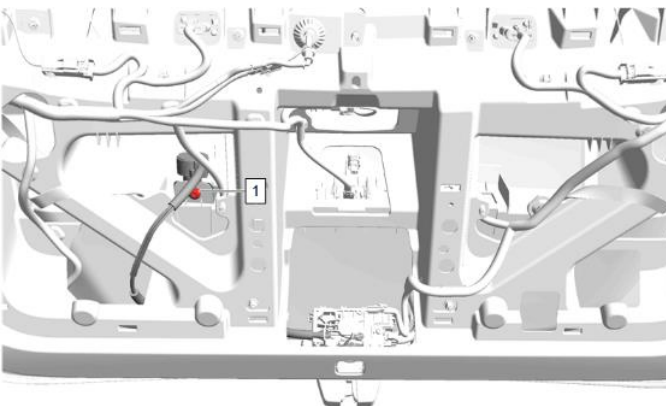
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19. Install the rear compartment lid lock cylinder cable (1) to the liftgate latch.



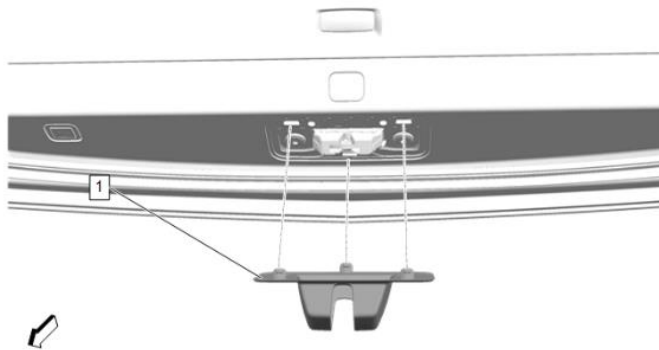
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Important: Ensure the cable is routed as shown in the graphic above. This may be different than the original routing.



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20. Install the lock cylinder and cable assembly onto the new liftgate assembly (1). Ensure the key slot is centered in the exterior side hole of the panel, allowing the key to be inserted and rotate. Tighten the fastener to 2.5Nm.



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21. Reinstall the latch cover (1).



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22. Pre-position the hinges as shown.

Tip: Install the liftgate strut attachment clips onto the liftgate actuators in preparation for the liftgate reinstallation.

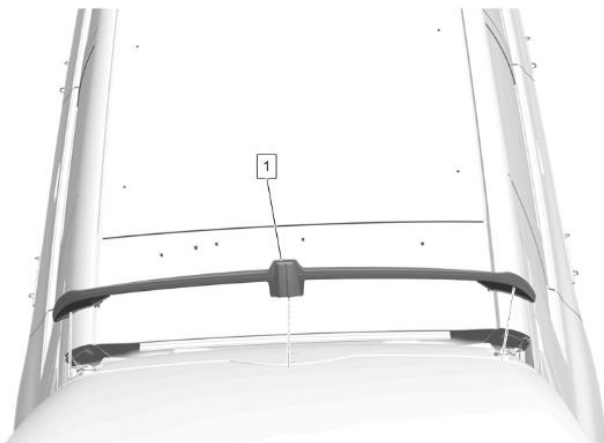
23. With the aid of two additional people, install the liftgate onto the vehicle. Hand tighten the two liftgate hinge to body nuts.
24. Attach the two liftgate actuators.
25. Tighten the liftgate hinge to body nuts enough prevent movement.
- Caution:** Do not attempt to “twist” the liftgate when fitting it to the vehicle. SEVERE DAMAGE may result.
26. Check the alignment of the liftgate to the body. If adjustment is required, loosen the right-side fastener first and realign. If further alignment is needed, adjust the left-side fastener.
27. Additional final adjustment can be made using the striker and bumpers if required.
28. Tighten the liftgate fasteners to 58Nm.

Customer Satisfaction Program N222384530 Liftgate Panel Cracking



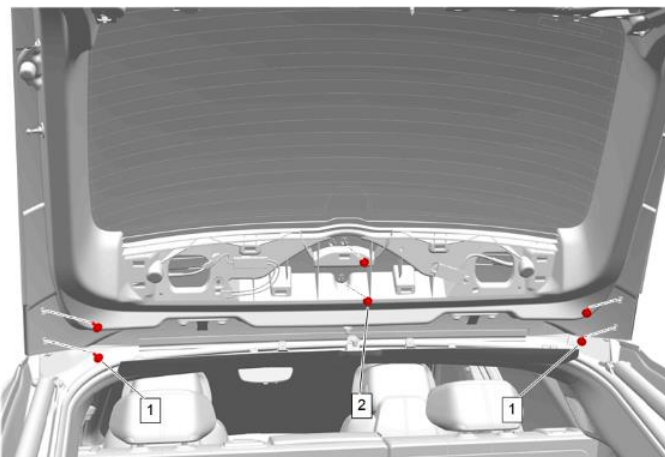
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29. Install two new spoiler sealing grommets on top of the existing grommets. Do not remove the original grommets.



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30. Install the spoiler assembly (1) onto the vehicle by engaging the attachment tabs. Use care to position the wiring on the left and right sides to prevent entrapment or pinching when the fasteners are installed. Connect the electrical connectors.



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31. Reinstall the four outer spoiler attachment fasteners (1). Install two new center spoiler attachment fasteners (2).
32. Tighten the spoiler attachment fasteners to 9Nm.
33. Pass the left and right liftgate wiring harnesses through the openings on the body side.

Customer Satisfaction Program

N222384530 Liftgate Panel Cracking



34. Position the left and right grommets with the arrow facing rearward in the vehicle. Use care to not twist the wiring harness. Engage the grommet clips.
35. Reconnect the four electrical connectors and the washer hose to the body.
36. Reinstall the headliner as required.
37. Reattach the left and right ¼ upper trim panels at the liftgate opening. There are three clips on each side.
38. Reinstall the two liftgate interior trim panels.



39. Clean the nameplate mounting area with a 50/50 mixture by volume of isopropyl alcohol and clean drinkable water. Wipe surface dry with a clean lint-free towel.
40. Use the removed liftgate to determine the correct position for the new nameplate.
41. When removing protective liners from the adhesive tape, be careful not to touch tape with hands and do not allow tape to come in contact with dirt or any foreign matter prior to adhesion.
42. Install the nameplate. Using the palm of the hand, wet out the emblem to ensure full adhesion is made.
43. Confirm all lamp, switches, camera, spoiler antenna and washer functionality are restored.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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.

Customer Satisfaction Program

N222384530 Liftgate Panel Cracking



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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30, 2024. 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 November 30, 2024, 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.

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).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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

N222384530 Liftgate Panel Cracking



October 2022

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2023 model year Cadillac LYRIQ may have a condition in which the molded-in interior trim panel of the liftgate assembly can crack in cold temperatures.

Your satisfaction with your LYRIQ is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the liftgate assembly. This service will be performed for you at **no charge until November 30, 2024**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

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	

We truly appreciate you taking the time to remedy your vehicle 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 LYRIQ vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N222384530