

## FAQs for LYRIQ

### Category: Product Management

**Q:** What is the cars max speed possible?

**A:** 210 km/h

### Category: Product Management

**Q:** Does the front grill camera have anti snow function? I know it isn' t heated, but is the glaze on it also good to avoid snow ticking to it?

**A:** The front camera is designed in a way to avoid any snow sticking, it does not need a heat or a spray for remove the snow.

### Category: Product Management

**Q:** Does the car have camping mode? This means someone could sleep in it, and have the hating / ventilation on without needing the car to be on and uses little battery? Tesla has this

**A:** No

### Category: Product Management

**Q:** What is the aerodynamics number? (CW)

**A:** US didn't provide us that data

### Category: Product Management

**Q:** What type of motors do we have in the front and back? (eg permanent magnet motor?)

**A:** Both the front and rear drive units feature a permanent magnet, bar wound technology

### **Category: Product Management**

**\*\*Q:\*\*** Will over the air updates be possible for the infotainment or also for the driving functions? When will these be available?

**\*\*A:\*\*** OTA will upload infotainment and other ECUs (electric control unit) software, some will be for free other under payment.

### **Category: Product Management**

**\*\*Q:\*\*** When/if the screen has a black out (turns off/black) does the steering wheel lock or could you continue driving?

**\*\*A:\*\*** The steering wheel works regardless the condition of the screen (on or black out). The steering is NOT drive by wire, thus is physical connected to the tyres, meaning the customer can always steer the car in the direction that they want.

### **Category: Product Management**

**\*\*Q:\*\*** Do we have a list of all cars we compare to?

**\*\*A:\*\*** Audi Q8 e-tron, Mercedes EQE, BMW iX, Tesla Model Y, Polestar 3

### **Category: Product Management**

**\*\*Q:\*\*** Where/ how to we recycle our batteries?

**\*\*A:\*\*** We have an European partner Veolia who will take care of recycle all the batteries.

### **Category: Product Management**

**\*\*Q:\*\*** Who is our battery producer and what type of battery exactly? (Ip or mnc)

**\*\*A:\*\*** LYRIQs Ultium Battery Cells feature a state-of-the-art nickel-manganese-cobalt-aluminum (NCMA) chemistry, which was designed to achieve a high energy density that offers long range. While battery cell chemistry is proprietary to GM, the company is working

under a joint venture with LG Chem to combine manufacturing and electrochemical expertise to manufacture the cells.

### Category: Charging

**Q:** Can you confirm that if a customer buys our wallbox that we would install it? Do we have a set price yet?

**A:** Customers will be able to purchase a wall box through us. If they do that we will put them in touch with an installation partner that will take care of them end-to-end. The price is still tbd. We are aiming at <CHF900. The cost for installation usually depends on the parking situation.

### Category: Product Management

**Q:** Why do we only have energy level D?

**A:** All vehicles are rated according to their energy efficiency. Until the end of 2022, all EVs in Switzerland were categorized in Level A. Since then, regulation has changed and since 2023 EVs are differentiated by their consumption. EVs with up to 18.5kWh/100km are categorized in category A. The Lyriq's estimated consumption is ~22kWh/100km, which is still a very good value, and is therefore categorized in category D.

### Category: Charging

**Q:** Is there a plug and charge option or when would this be an option? (no card, no app needed to start charging)

**A:** We are working on bringing Plug and Charge to the European market and offer the feature a wide range of Charge Point Operators.

### Category: Product Management

**Q:** Do we have universal responses for some EV isn't good questions? Eg. EVs are not the way forward why are you not doing Hydro? EVs are worse than petrol based on how batteries are produced? I think we all have answers for these questions, but perhaps it could be helpful to gather responses to ensure the team is aligned.

#### **\*\*A:\*\* EV Production**

It is true that batteries require different metals and, in part, rare earths that need to be mined. GM and its Joint Venture Ultium is constantly pushing to reduce the need for rare earths and other raw materials by investing significant amounts in research & development, and innovation to replace those materials with more available ones. In addition, battery recycling is an important part of our supply chain. Today, batteries can be broken down into their raw materials and these can be used for the production of new batteries.

#### **Fuel Efficiency**

TL,DR (see details in column E): Electric Powertrains are the most efficient and least complex in the market today. Hydrogen is a very complex technology and requires a network of fueling stations. Today there are ~250 stations in Europe vs. 550,000 charging stations. In addition the technology for fuel cells is highly complex and only makes sense in heavy-duty applications, like long-haul trucking, marine applications, mining, etc.

#### **Category: Charging**

**\*\*Q:\*\*** What is the battery lifespan?

**\*\*A:\*\*** The published GM messaging is: Ultium is engineered for a real-world lifetime of 150,000-250,000 miles (240,000-400,000 kilometers). With an average of 15,000 km per year, this results in 16-26 years, much longer than the usual usage period of the vehicle.

#### **Category: Legal**

**\*\*Q:\*\*** Do we have a document with our data collection policy?

**\*\*A:\*\*** Yes, all the legal documents are accessible from the footer of the website <https://www.cadillaceurope.com/ch-en/>, there's the legal section (<https://www.cadillaceurope.com/ch-en/legal>) which contains all the documents.

#### **Category: Product Management**

**\*\*Q:\*\*** Tow bar - is it always there or is there a function to hide it?

**\*\*A:\*\*** The tow bar is NOT automated, requires a manual demounting when the customer does not need

### Category: Product Management

**Q:** When is the digital key ready, for deliveries spring 2024?

**A:** Yes, the plan is to have it with the app at delivery in 2024 Needs to be cleared

### Category: Product Management

**Q:** What system can be used on the Lyriq to carry skis/snowboards on the roof? Can it be delivered with the car?

**A:** The accessory can be delivered with the car and mounted if the customer wants.

### Category: Product Management

**Q:** can we change the Sub-bass setting? For now it is only three settings but since there's a subwoofer we should be able to set it as well

**A:** Vehicle > Audio Settings > Sound > Sound Mode, Fade/Balance

### Category: Product Management

**Q:** How can customers play music (MP3 files) directly from USB?

**A:** To play music from MP3, all the 3 USB-C ports in the front are working (front floor, top of central console, inside armrest) , while the 2 ports in the back are just for charging.

### Category: Product Management

**\*\*Q:\*\*** Is the LYRIQ equipped with an "Head Up Display"? It's a display on the windshield that allows to keep track on speed and other values without requiring the driver to tilt down their head.

**\*\*A:\*\*** No, unfortunately not. But the car offers an industry leading 32 fully customisable LED display!

### Category: Alerts and messages

**\*\*Q:\*\*** What is the "stake over the steering wheel" alert? Why does it appear? Is it because 2 hands are not detected to be on the steering wheel whilst driving or is it because the driver is relying too much on the "lane assist" in the corners?  
Can it be switched off? The customer does not want the seat to vibrate.  
If not, where are the sensors, to best be able to avoid getting such an alert? Especially in the case if the alert is concerning the "2 hands whilst driving", as this alert has appeared even in cases when drivers have had their hands both touch the steering wheel.

**\*\*A:\*\*** "steuer übernehmen" alert is related to the lane assist feature (messaging could be misleading), which is a mandatory safety feature by regulation. It is triggered when a driver is not driving in the center of the line for more than approx. 8 seconds. On the car display, there's an image showing a green line when the driver is at the center of the lane. It is a safety feature, so we do not recommend to turn it off, but there is a switch that can disable the lane assist; it needs to be disabled every time the car is started.

### Category: Website

**\*\*Q:\*\*** Will customers with a foreign phone number be able to book test drives? The Swiss form currently requires clients to enter a Swiss phone number when booking a test drive.

**\*\*A:\*\*** Customers may enter their phone number with the Swiss land code. They should then enter their correct number with the specific land code in the description/comments. It's not planned to change this process in the nearer future.

Will follow up with Silvian /Sarah

### Category: Software

**\*\*Q:\*\*** How to change the language on Google Maps?

**\*\*A:\*\*** <https://support.google.com/assistant/answer/9838688?hl=en>

Change language settings

Assistant features are not available in all countries and languages.

1. Tap the car display home screen.
2. Go to your apps.
3. Tap Settings Settings and then Google and then Google Assistant.
4. Tap Languages and then choose a language.

### Category: Charging

**\*\*Q:\*\*** Why does it show long charging times even if the stations are fast charging stations?

**\*\*A:\*\*** Claudia to Check with Julian Galonska

### Category: Service

**\*\*Q:\*\*** What's the warranty of the battery?

**\*\*A:\*\*** The battery warranty duration covers 100% until the 8th years.

### Category: Service

**\*\*Q:\*\*** What's the procedure if the client is on vacation in a country where Cadillac is not established and the car requires service?

**\*\*A:\*\*** The road side assistance covers all the European countries, including the ones where we do not have any Cadillac presence yet, like Italy, Poland and so on.

The client can expect help on the spot within 2 hours!

### Category: Fleet

**\*\*Q:\*\*** 2 vehicles for one company (still the same customer), fleet support = 2'000 CHF each, pls confirm.

**\*\*A:\*\*** Regarding the small fleet discount, it is 2' 000 CHF per car, i.e. if the customer is taking 2 cars, he/she will get a total discount of 4' 000 CHF.

### Category: Leasing

**\*\*Q:\*\*** Leasing offer 2.9% with deducted 2'000 CHF on each car, 18.500 down-payment, 48 months, 20'000 km p.a.  
buyback=?

Do we simply use the online simulator for our official offer or is there a more precise/official way for our binding/official written offer?

**\*\*A:\*\*** to be checked with Fabiola by Claudia

It is reflected in the offline form the guide will fill out to capture the lease request from the lead.

### Category: Product Management

**\*\*Q:\*\*** Towing hook:

- a) Is it removable/detachable or foldable?
- b) does it require professional service location fitting?
- c) traction load (Zuglast)
- d) hitcharm load (Stützlast)



e) cost

Roof Rack: Roof load?

**\*\*A:\*\*** a) Yes, towing hook is manually removable but NOT foldable.

b) First installation should be carried out in an authorized workshop (as of today 7 locations)

c) maximum trailer weight is 1580kg

d) 64kg

Roof load: 50kg

### Category: Service

**\*\*Q:\*\*** Service Packages:

- Availability of package and cost

**\*\*A:\*\***

#### For cash purchase:

1	Cadillac Maintenance Package	3,827.00 CHF	This service covers all the cost of parts, labor and fluids to keep your Cadillac in top-notch condition. Parts subjected to wear and tear are not covered. For a period of 4 years or 100,000 km (whichever comes first)
2	Cadillac Winter Wheels Package	4,103.00 CHF	The provisions of a set of a set of winter tires on rims (type: Luxury) including mounting with tyre pressure measurement and storage. For a period of 4 years or 100,000 km (whichever comes first)
3	Cadillac Maintenance Package & Winter Wheels	7,930.00 CHF	Maintenance package plus the provisions of a set of a set of winter tires on rims (type: Luxury) including mounting with tyre pressure measurement and storage. For a period of 4 years or 100,000 km (whichever comes first)

#### For leasing purchase:

	Total Value	Monthly Rate:	
1 Cadillac Maintenance Package	2,095.00 CHF	50.90 CHF	Coverage of all costs of parts, labor and fluids to keep your Cadillac in top-notch condition. Parts subjected to wear and tear are not covered. For the period of the lease and annual mileage selected.
2 Cadillac Maintenance Package & Winter Wheels	5,890.47 CHF	143.10 CHF	Maintenance package plus the provisions of a set of a set of winter tires on rims (type: Luxury) including mounting with tyre pressure measurement and storage. For the period of the lease and annual mileage selected.

### Category: Service

**\*\*Q:\*\*** When/How often does the car need to be serviced?

**\*\*A:\*\*** Together with your LYRIQ, you will get a detailed maintenance schedule document. Your LYRIQ should be serviced regularly every 2 years or 24 000 km. Your vehicle's diagnostics system will also advise you when it is time for servicing. Based on the age and km driven the technical advisor will decide the operation service needed. You can book an appointment at the service center or by getting in touch with our customer support.

List of service location

Hedin Automotive Dielsdorf  
Industriestrasse 6  
8157 Dielsdorf

Hedin Automotive Wohlen  
Schützenmattweg 20  
5610 Wohlen

Hedin Automotive Samstagern  
Hügsamstrasse 2  
8833 Samstagern

Alpina Group St. Gallen  
Schuppisstrasse 9  
9016 St. Gallen

Alpina Group Widnau  
Unterdorfstrasse 85  
9443 Widnau

Alpina Group Chur  
Kasernenstraße 165  
7000 Chur

Hedin Automotive Bachenbülach  
Weieracherstrasse 2 + 11,  
8184 Bachenbülach

### Category: Service

**\*\*Q:\*\*** How much would a service cost if the service package is not selected? (Lead: Filip)

**\*\*A:\*\*** the service cost without service package is approximately 30% higher

### Category: Charging

**\*\*Q:\*\*** How much cheaper is it to own the Lyriq compared to a gas car? Approximation OK

**\*\*A:\*\*** The total cost of ownership is comprised of many factors among which are, most prominently, energy costs and maintenance.

Regarding the energy cost, EV drivers can save, on average, between 15-25%, compared to similar sized ICE vehicles. Obviously charging prices, just like fuel prices, vary over time. The most cost-effective way to charge is at home with a wall box. A full charge in CH, for example, is about CHF20.

When it comes to maintenance, EVs have one big advantage: there are less moving parts. Therefore, there is less regular maintenance needed. This can result in a 1.5-2.5x difference cost saving compared to ICE vehicles.

### Category: Product Management

**\*\*Q:\*\*** Does the car speedometer work at 30km/h? (are there any limitations?)

**\*\*A:\*\*** The speedometer of the Cadillac LYRIQ is designed to function accurately over a wide speed range, including 30 km/h. If the customer experiences any issues, it would be advisable to have the vehicle checked by a professional.

### Category: Questions from brochure /webpage

**\*\*Q:\*\*** What is meant by our "Electric precision shift"?

**\*\*A:\*\*** <https://gmauthority.com/blog/gm/general-motors-technology/general-motors-propulsion-technology/gm-electronic-precision-shift-technology/>

### Category: Questions from brochure /webpage

**\*\*Q:\*\*** What does it do "Humidity measurement sensor"? Does it just measure or does it have any follow up actions it does? Eg if it notices it is humid, does it automatically turn on the AC? Is there a warning? What use is the sensor?

**\*\*A:\*\*** The humidity measurement sensor in the climate control system automatically detects high humidity inside the vehicle. When high humidity is detected, the system may adjust to outside air supply, turn on the heater and air conditioner, increase fan and temperature, and direct more air to the windscreen. If the system does not detect possible window misting, it returns to normal operation. Additionally, there is an option to turn Auto Demist on or off in the settings menu. If misting does not clear quickly enough, the user can manually select the option to more quickly clear the windscreen..

### Category: Questions from brochure /webpage

**\*\*Q:\*\*** "Wireless telephone projection" - Is apple car play meant by this?

**\*\*A:\*\*** When a customer pairs the phone, on the display appears a message asking if you want to project the phone without the cable. Apple does it.

### Category: Questions from brochure /webpage

**\*\*Q:\*\*** Head Up Display- During driving there are 3 red triangles that lightens up in front of the steering wheel - what are they for and can you disable them?

**\*\*A:\*\*** This is the distance alert, also called Front collision alert (FCA) and has nothing to do with HUD technology. If the distance is not kept, FCA can be disabled through vehicle settings.

To view available settings from the infotainment home screen, touch Settings >Vehicle > Collision/Detection Systems. For more information check Page 197 and following in the owners manual (see screenshot on the right side)

### Category: Product Management

**\*\*Q:\*\*** Does the LYRIQ have a heat pump?

**\*\*A:\*\*** Yes.

### Category: Charging

**\*\*Q:\*\*** Does the LYRIQ have the V2G (Vehicle-to-grid) also named V2H (Vehicle-to-home) feature? Also called: Bi-directional charging.

**\*\*A:\*\*** It's planned for LYRIQ MY26.

### Category: Charging

**\*\*Q:\*\*** How much is the wallbox sold for? in the above FAQ question it is stated <900CHF... is there a set price we can quote to customers now?

**\*\*A:\*\*** We are targeting a wall box hardware price <900CHF. Keep in mind though that installation costs will come on top of that and could 2-3x the hardware cost depending on the electrical installation at home, age of the house, length of cable, walls to break through, etc.

### Category: Service

**\*\*Q:\*\*** Is it possible that customers can purchase winter tires from us?

**\*\*A:\*\*** Due to limited invoice capacity, customers cannot purchase winter tires directly from us. First of all it is recommended that they include the service package with winter tires in their leasing/cash the LYRIQ and afterwards they can approach their service provider to get a quote for new ones. The specifications for the winter tires are as follows: Continental Winter Contact TS 870 P 275/45 R21 110V. It is important that they respect the dimensions of the tires, when purchasing from another brand.

### Category: Product Management

**\*\*Q:\*\*** ETA on Supercruise and or UltraCruise?

**\*\*A:\*\*** No UltraCruise, SuperCruise should be arrive with MY26 but it is not 100% confirmed. it will depend from the EU regulatory

### Category: Product Management

**\*\*Q:\*\*** How many watts does the audio system consist of?

**\*\*A:\*\*** We don't know and the US team didn't provide us this information.

### Category: Product Management

**\*\*Q:\*\*** What does this symbol on the driver door of the car mean?  
(It looks kind of like a smartphone icon)

**\*\*A:\*\*** it is the space to unlock the car with a card, instead of using the key.

### Category: Product Management

**\*\*Q:\*\*** Does the car come with a spare tire?

**\*\*A:\*\*** No, the tires have autosealing liquid

### Category: Product Management

**\*\*Q:\*\*** Is a partial battery change possible? Is there a partial warranty? Because the battery would cost 35k CHF.

**\*\*A:\*\***

For the next 2 years: No, we are building the capability to enable the partial changes - that means to open the battery and replace the single modules. But please stress the fact the battery has 8 years of warranty.

### Category: Product Management

**\*\*Q:\*\*** Will the car be equipped with a spare tire?

**\*\*A:\*\*** The cars will be delivered without a spare tire.

The reason of this decision is due to the Conti Seal technology tyres provided by continental. The cars that you see in the store are preproduction equipped with Michelin, we should think to equip the cars with the correct tires. When we start to have some accessories, we can think to equip one vehicle with the right tires and place the accessories.

Basically, the Conti seal works in this way: inside the tires, there is a substance that keeps the tires inflated and keeps the punctured tire sealed and you can drive without any problem.

### Category: Product Management

**\*\*Q:\*\*** Does the LYRIQ have MRC (=Magnetic Ride Control)?

**\*\*A:\*\*** We don't have magnetic ride control on the Lyriq.

Cadillac Magnetic ride technology is usually featured in high performance vehicles such as CT4-V, CT5-V.

No one in the segment offers Magnetic Ride.

## Category: Product Management

**Q:** About the 5-link independent suspension with Passive-Plus Premium Dampers:

**A:** The five-link front suspension allowed engineers to tune the suspension bushings independently, enhancing ride quality while improving handling. The frequency-dependent dampers differentiate between smaller impacts and larger swells on the road surface. This gives drivers more precise control in variable road conditions and provides greater comfort on smoother surfaces.

Suspension: 5-link independent suspension at the front and at the back. This is the state of the art when it comes to refinement. Lyriq features coils and not air suspensions.

Dampers: Passive-Plus Premium Dampers (mechanical, no magnetic ride).

Competition: We lack air suspensions that some of the competitors in that range offer (BMW IX optional not standard, Q8 e-tron standard, Model X standard, EQE optional not standard), but together with the Audi e-tron we feature the most refined overall system (5 link independent front and rear). So, our resulting ride quality is excellent. Let's not forget that air suspension - yes they have advantages (such as the possibility to change the height of the car), but they also make the car more detached from the road which is detrimental to handling. I would invite the customer to test drive the vehicle and share his feedback about suspensions.

## Category: Service

**Q:** Case Scenario:

A customer is currently driving a Model 3 Tesla. They went for a drive to Amsterdam and on the way they encountered a problem with their car - the bottom of the car "fell off" and was occasionally scraping on the road.

They called Tesla to see where they could repair. They could only go to Tesla partners to repair it - which were all far away.

Conclusion: they went to a non-tesla garage on the way and all they could do was give the customer some duct tape until they get to the tesla garage.

Question:

Obviously, our LYRIQ flooring will never fall off, nor do we foresee any such big issues occurring, but if they do...

What are the steps our customer would have to take?

Who would they call? CCA? After Sales Ambassador?

Where can they service if they are on the way to Amsterdam and not close to a Hedin Bil / Partner location?

In such "emergency cases" could non-partnered garages be able to assist?  
Is there anything I can say to a customer to make our service outshine other companies?

**A:** in the country where GM does not have any presence yet the only solution available is the roadside assistance, which works 24/7 and can provide mobility solution, hotel in and tow the vehicle to the nearest After-sales partner, if may needed.

Important things in case the vehicle is involved on only a a tyre problems/body repairs the customers can go in all possible repairers.

### Category: Product Management

**Q:** Noise Cancellation - Is it switched on all the times (= No buttons)?

**A:** Yes, it is always active regardless of whether the audio system is on

### Category: Product Management

**Q:** Noise Cancellation - How does it work?

**A:** As Cadillac continues to make premium audio a focal point of the brand, it has partnered with AKG to deliver a unique, world-class listening experience in LYRIQ. The Active Noise Cancellation is part of the AKG Audio system.

LYRIQ is the first Cadillac vehicle to employ Next-Generation Active Noise Cancellation. Next-Generation Active Noise Cancellation works by monitoring and counteracting undesirable sound frequencies coming from the road. Three-axis accelerometers and microphones are strategically positioned in the vehicle to sense noises and vibrations. This data is then sent to the noise cancellation processor that instructs the audio system speakers to produce a counter-balancing frequency that partially or wholly cancels the unwanted noises.

### Category: Product Management

**Q:** Noise Cancellation - Competition?

**A:** In the segment, only Tesla Model X has a similar technology.



## Category: Service

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What are the steps our customer would have to take?

Who would they call? CCA? After Sales Ambassador?

Where can they service if they are on the way to Amsterdam and not close to a Hedin Bil / Partner location?

In such "emergency cases" could non-partnered garages be able to assist?

Is there anything I can say to a customer to make our service outshine other companies?

**\*\*A:\*\*** The first service event, (every 2 year or 24' 000 km) the service includes the changing of the cabin air filter and the brake fluid/check.

Additionally, the car will be inspected, following the MVPI (multi point vehicle inspection) and washed and charged.

The price of these activities is related to the purchasing of the maintenance package: in case positive, since the customer already has paid, they will not pay anything.

In case negative we can estimate the price around 420.- CHF tbd.

Check coloumn "I" for link to maintenance schedule!

## Category: Product

**\*\*Q:\*\*** What are the trunk dimensions?

**\*\*A:\*\*** The width of the trunk in the area above the rear bumper = 133 cm.

The width of the trunk = 105 cm.

The height to the cover = 42 cm.

### Category: Charging

**\*\*Q:\*\*** Why can the 12 V battery not be charged by the Ultium platform?

**\*\*A:\*\*** The 12volt battery is charged during the normal usage of the vehicle like the ice cars. Unlike ICE vehicles, there is no alternator in an EV charging the battery, yet, the 12V battery is being charged by a DC/DC step-down converter that charges the 12V battery. The 12V system is important to run lower power equipment on the vehicle. Just like any other 12V battery in the market, those in EVs are subject to aging over time.

### Category: Service

**\*\*Q:\*\*** Will the car be picked up for winter tyre changes, or does the customer have to drive to the service partner? Any exceptions?

**\*\*A:\*\*** the Customer should book an appointment with our service partners and drive the cars to the location decided. the valet service is in the papilne of future service, but for now the only solution available implies the customers to book an appointment and drives the car to the service location

### Category: Charging

**\*\*Q:\*\*** What is the battery capacity of the LYRIQ in kWh?

**\*\*A:\*\*** We have calculated with a battery capacity of 102 kWh, which means that this indicates the actual state of charge (SoC) of the battery from 0-100%. However, we recommend that customers keep the battery charge between 20-80% to extend battery life and allow for more consistent charging. 20-80% would mean about 60% of the battery capacity of ~61 kWh. The driver can absolutely use the entire capacity of 102kWh, but it is recommended to stay within these limits. 0 % SoC does not mean that there is no energy left. Just like the fuel level of a combustion engine vehicle, E does not mean that the fuel is completely used up, but there is still enough energy to drive a few more kilometers.

### Category: Charging

**\*\*Q:\*\*** What is the Average energy consumption per 100km?

**\*\*A:\*\*** 22.5 kWh/ 100 km

### Category: Charging

**\*\*Q:\*\*** Charging partnerships: What are they?

**\*\*A:\*\*** At the moment there is no partnership that we should/can mention to customers.

What is important is that customers can download the Cadillac Charge app to access 600,000 charging stations across Europe.

For Home Charging, we will work with local providers to deliver a home charging solution to customers. Customers will be able to assess their installation scenario, order the installation, order the hardware, receive the installation, and on-going customer support from our partners.

### Category: Sales

**\*\*Q:\*\*** When the car is delivered, does the garage mount the number plates and help with the Strassenverkehrsamt (Registration)?

**\*\*A:\*\*** the registration and plate installation will be performed by Galliker in Switzerland and Glovis in Sweden. The car will be delivered with the plate number already mounted.

### Category: Charging

**\*\*Q:\*\*** What does urban cycle mean?

"Range and Efficiency

530 kilometers in combined cycle electric range

690 kilometers in urban cycle electric range"

**\*\*A:\*\*** Basically, driving in a city / an urban area with traffic lights, lower speed limits, varying traffic flow etc.

Driving in an urban area will use less energy and the charged battery will last longer.

### Category: Product

**\*\*Q:\*\*** 1)

Can our authorized workshop undo BOTH the vibration AND the beeping tone, as a warning

signal? (parking, safety distance, etc.)

2.)

Legally speaking:

If the above is YES, is it OK legally and from GM Policy/Owner's Manual perspective to accept this?

Allegedly, Mercedes has three options: vibration alert, voice alert AND NO warning signal at all.

**\*\*A:\*\*** Unfortunately, these parameters were set by the EU regulations and cannot be legally removed, therefore part of GM Policy.

As a Mercedes Owner myself, I can tell you that that my car has, vibration alert, voice alert, and warning signals aswell. If this gentleman allegedly was referring to his car, than I don' t know which make and model year he owns.

I understand the client, since these parameters bother me aswell sometimes, but that' s how it is.

/Amel Murati

### **Category: Product**

**\*\*Q:\*\*** Does the LYRIQ have a dog mode? If not, how long after turning off the vehicle will the ventilation turn off as well?

**\*\*A:\*\*** No the car hasn't the dog mode.

### **Category: Product**

**\*\*Q:\*\*** Does the LYRIQ have air suspension (Luftfahrwerk)?

**\*\*A:\*\*** No. The LYRIQ has multi-way suspension (Mehrwegaufhängung) und die Härtestufen können je nach Fahrmodus verstellt werden. Die Höhe ist dabei jedoch nicht verstellbar.