

Frequently Asked Questions (FAQs) for NonCompliance Recall N192279200 Incorrect Tire Pressure Monitoring Sensor

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) Certain 2020 model year Cadillac CT6 vehicles equipped with certain dealer-installed accessory wheels. (RPO 5JO and SHH).

Q2) What is the issue or condition?

A2) These vehicles may fail to conform to S4.2 of Federal Motor Vehicle Safety Standard (FMVSS) No. 138, "Tire pressure monitoring systems." These vehicles may have been equipped with tire-pressure monitoring system (TPMS) sensors that use the incorrect wireless radio frequency to communicate with the vehicle. In these vehicles, a low-tire-pressure warning light may not illuminate when tire pressure drops too low, as required by S4.2 of FMVSS 138. An incorrect part number for the TPMS sensors was input into GM's accessory part ordering system. These sensors communicate wirelessly using a different radio frequency than intended for this vehicle. Drivers who do not manually check tire pressure could operate the vehicle with low pressure. Low tire pressure can negatively affect vehicle handling or cause tire failure, increasing the risk of a crash.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) A TPMS malfunction warning light will illuminate after driving over 28 mph (45 kph) for 18 minutes.

Q4) What is the remedy/repair?

A4) Dealers will replace all four TPMS sensors with the correct sensors.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) Drivers who do not manually check tire pressure could operate the vehicle with low pressure. Low tire pressure can negatively affect vehicle handling or cause tire failure, increasing the risk of a crash.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, the remedy/repair is available now, please see the attached bulletin for details.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

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Incorrect Tire Pressure Monitoring Sensor**

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.