

**Frequently Asked Questions (FAQs) for Safety Recall N212335590
Fuel Line May Not Be Properly Secured**

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 2021 model year Cadillac XT5, Cadillac XT6 and GMC Acadia vehicles.

Q2) What is the issue or condition?

A2) Certain fuel-supply lines installed in these vehicles may have been manufactured outside of GM's dimensional specifications by the supplier. If a fuel-supply line is out of specification, clips that secure the line in place may not have been completely seated during GM's assembly process.

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

A3) Over time, a fuel line with clips that are not completely seated could loosen or separate, allowing fuel to leak or spray.

Q4) What is the remedy/repair?

A4) Dealers will inspect fuel line engagement and replace fuel lines if necessary.

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

A5) If leaking fuel were to contact an ignition source, there is increased risk of fire.

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, 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/>.

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.