

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6093
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 21, 2022

Subject: Upcoming Noncompliance N222363740
Veiling Glare - Population Update in IVH

Models: 2010-2017 GMC Terrain

To: All General Motors Dealers

On March 8, 2022, General Motors released Upcoming Noncompliance N222363740 of certain 2010-2017 model year GMC Terrain vehicles in new or used vehicle inventory GCUS-3-2448. The population for this field action has now been defined and uploaded into IVH.

A reflection caused by the headlamps' housing can project a narrow beam of light 80 degrees outboard and 45 degrees upward of each lamp's forward-center axis. When tested, the light emitted from this single point on each lamp may be brighter than the maximum designated in section S10.15.6 and Table XIX of FMVSS 108. The headlamp design allows a narrow beam of light from the lower beam lamp to reflect off of the inner surface of the high beam reflector. The lamps' high beams are not affected by this condition. These reflections may cause glare or be distracting to other drivers, increasing the risk of a crash.

GM will provide a remedy description once a remedy is determined.

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.

Question and Answer Document (Q&A)

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

The Investigate Vehicle History screen in the Global Warranty Management system was updated for this upcoming Noncompliance recall on March 18, 2022. This action was taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Please note the "N/A" under Release Date and the "Incomplete – Remedy Not Yet Available" message under Status. This means release of the recall bulletin is still pending and dealers should not attempt to perform any repairs at this time. Once the affected vehicles are identified, please remember that 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) subject to this recall under a sale or lease until the noncompliance is remedied.

END OF MESSAGE
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