

F/CMVSS Noncompliance Recall

N222363740 Headlight Reflection May Cause Glare



Release Date: August 2022

Revision: 00

Attention: 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) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery March 8, 2022. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Terrain	2010	2017		

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	General Motors has decided that certain 2010-2017 model year GMC Terrain vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard (FMVSS) 108. In these vehicles, 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.
Correction	Dealers will install headlamp appliques that address this issue.

Parts

1	Headlamp Applique Kit	85603072
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Please follow the instructions below for ordering parts for vehicles in your region.

USA Dealers: Parts required to complete this recall are to be ordered online, through the GM 1Store via GlobalConnect. Please log in and order the headlamp applique kit using item number 85603072 or the bulletin # N222363740. The headlamp applique kit will be provided at no charge. If a VIN is not involved with this recall, a headlamp applique kit will not be available or provided.

International Dealers (Middle East & South America): Parts required to complete this recall will be provided by your local GM Wholesale Organization.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106411	Install Headlamp Applique Kit	0.2	ZFAT	N/A
9106401	Customer Reimbursement Approved	-		*
	- For USA dealers only - For Export dealers only	N/A 0.2		**
9106402	Customer Reimbursement Denied – For USA dealers only	N/A		***
9106403	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A		

IMPORTANT: The condition being addressed by this recall is caused by the design of the chrome plated internal lamp reflector, not the external lens. Fading, fogging, stone chips, cracks, or any other form of environmental or physical damage to the lamp assembly are not part of this repair, nor covered by this recall.

Note: To avoid having to “H” route the customer reimbursement / WCAP transaction for approval, it must be submitted prior to the repair transaction.

* For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

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** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800091, provided in the dealer message sent on April 13, 2022 (USA), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

*** **USA Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (March 8, 2022) to the date the inspection or repair closed the recall bulletin. (not to exceed 177 days).

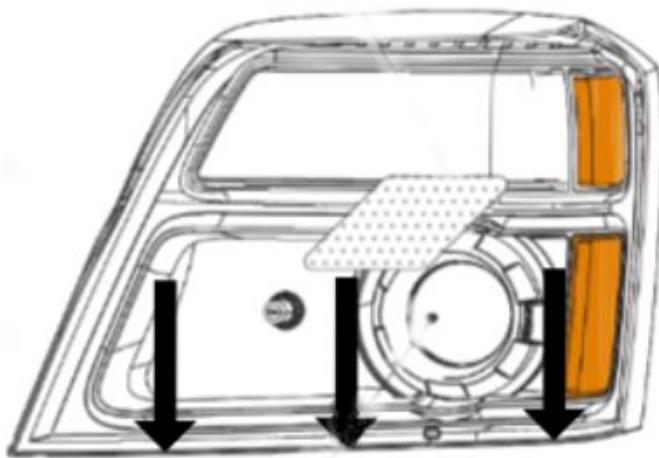
Vehicle	Working Capital Assistance Reimbursement Amount
	USA
2010 GMC Terrain	\$1.96
2011 GMC Terrain	\$2.45
2012 GMC Terrain	\$3.08
2013 GMC Terrain	\$4.57
2014 GMC Terrain	\$5.22
2015 GMC Terrain	\$6.05
2016 GMC Terrain	\$7.59
2017 GMC Terrain	\$9.11

Service Procedure

IMPORTANT: The preferred installation temperature should be between 70°F-100°F (21°C-38°C). Do not install the applique kit if the temperature is less than 50°F (10°C).

NOTE: Due to shipping restrictions, some headlamp applique kits may be supplied without the alcohol wipes or template securing tape. Use locally sourced materials.

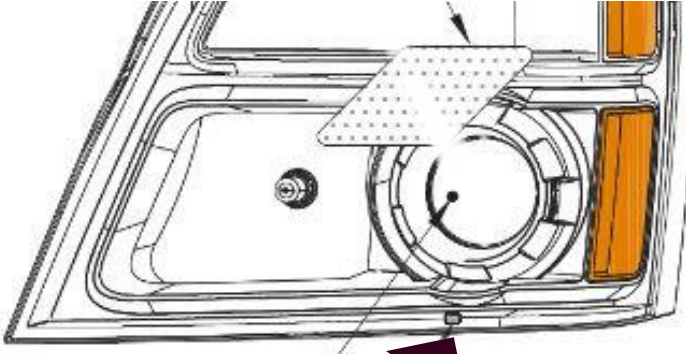
1. Clean the left and right headlamp lenses with mild soap and water if severely soiled. Clean the driver side headlamp lens with an isopropyl alcohol wipe.
2. Align installation template to the driver side headlamp using the following steps:



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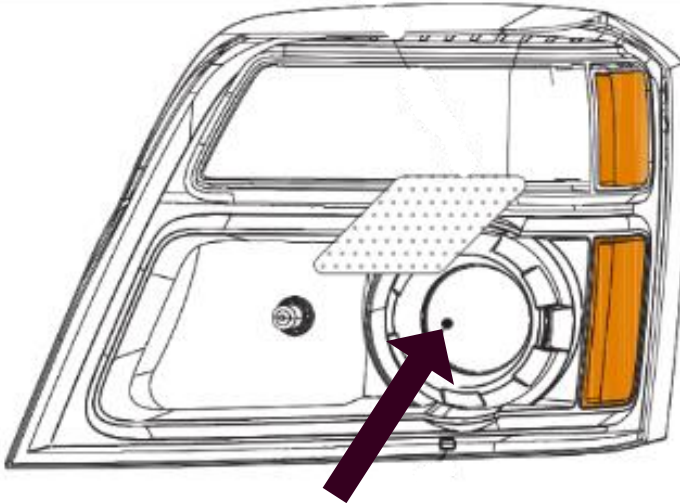
- 2.1. Align the bottom edge of the template to the bottom of the headlamp.

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2.2. View the H11 lens marking in the square cut out.

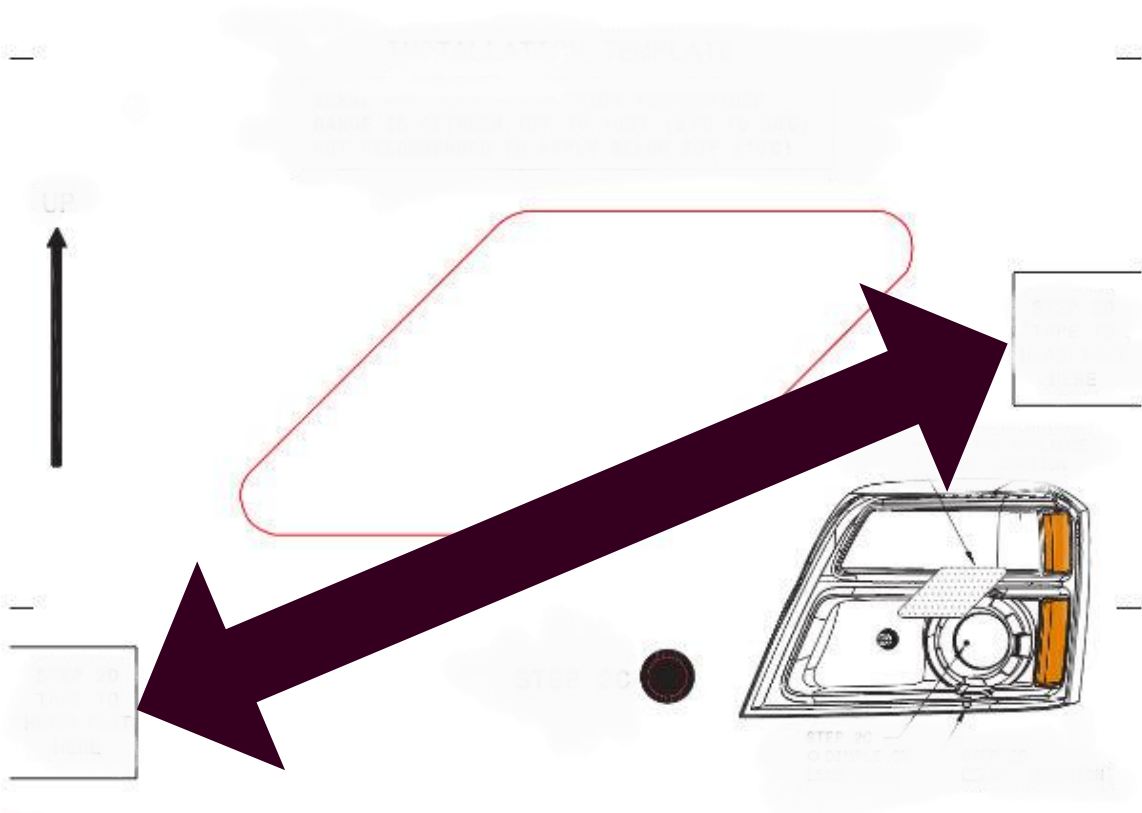


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2.3. Center the circle cutout over the dimple on the lens/cover.

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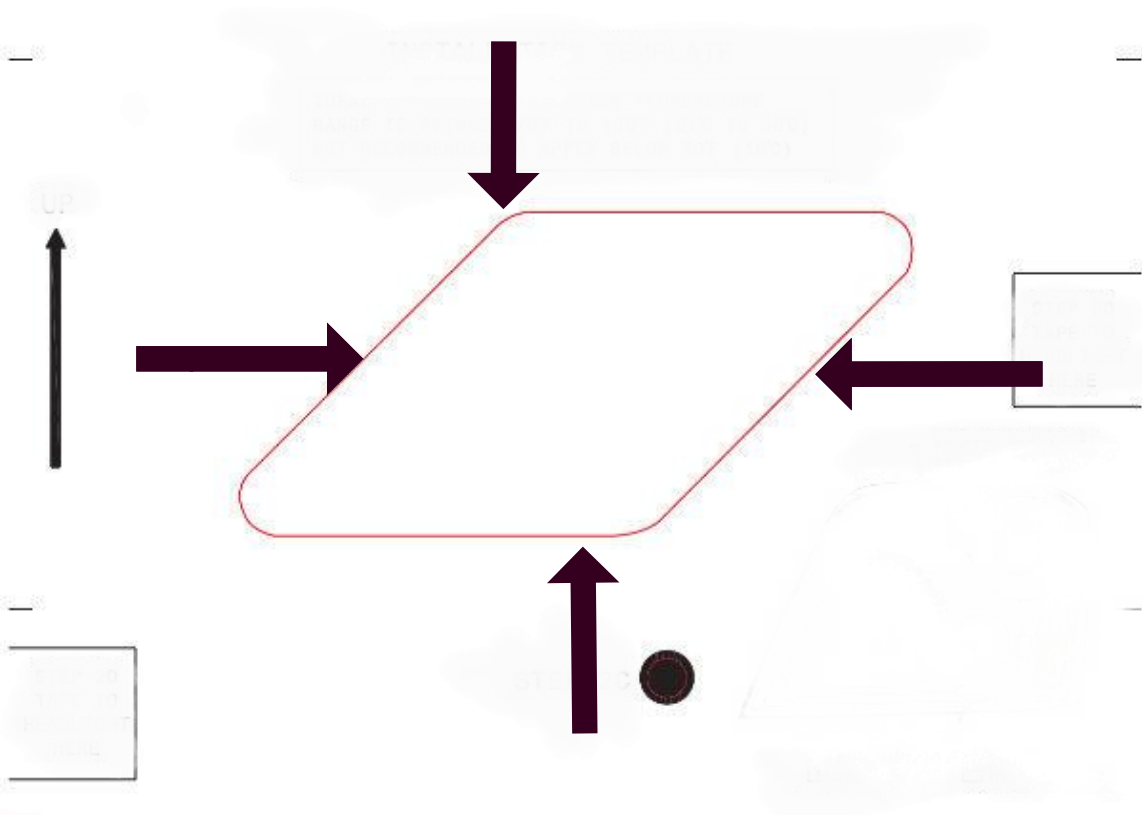
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2.4. Use tape to secure template in two places as marked.

3. Remove the backing from the frosted applique before installing (do not touch adhesive on backside).

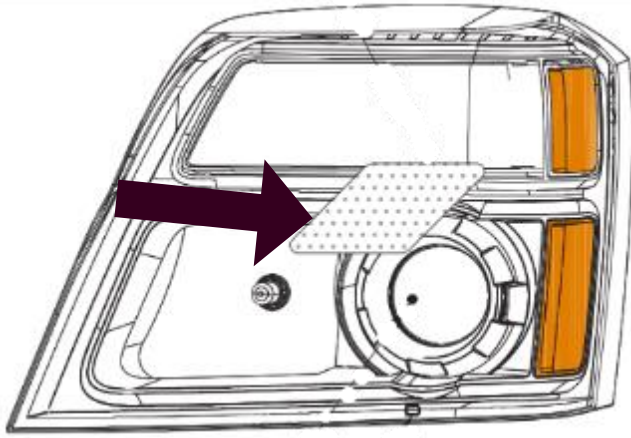


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- Center the applique in the large cutout in the template.
- Apply even pressure over the entire applique pressing out all bubbles.



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4. Remove the template from the driver side headlamp. Remove the attachment tape, flip the template over and repeat the process on the passenger side headlamp.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

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

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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

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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 recall. 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 recall may be a violation of law in several states.

Customer Notification

USA - General Motors will notify customers of this recall 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.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at any time to the dealer. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA) or local Policies and Procedures, for details.

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**



IMPORTANT SAFETY RECALL

September 2022

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, you were notified that your 2010-2017 model year GMC Terrain was involved in GM recall N222363740. This letter is to inform you that parts are now available to repair your vehicle.

General Motors has decided that certain 2010-2017 GMC Terrain vehicles fail to conform, in part, to S10.15.6 of Federal Motor Vehicle Safety Standard (FMVSS) No. 108, "Lamps, reflective devices, and associated equipment." As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N222363740.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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.

What will we do?

Your dealer will install headlamp appliques that address this issue. This service will be performed for you at **no charge**.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

Do you have questions?

If you have 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)
GMC	1-800-462-8782	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	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153) or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 22V137.

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Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems

Enclosure
N222363740