

## **Frequently Asked Questions (FAQs) for Safety Recall N222364330**

### **Loose Toe Link To Knuckle Bolt**

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 2022 model year Cadillac XT5, XT6, and GMC Acadia vehicles.

**Q2) What is the issue or condition?**

**A2)** A fastener in the left-rear suspension toe link in some of these vehicles may not have been fully tightened during suspension assembly.

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

**A3)** The left-rear suspension toe link in some of these vehicles may not have been fully tightened during suspension assembly, possibly resulting in a mis-aligned left-rear wheel.

**Q4) What is the remedy/repair?**

**A4)** Dealers will inspect the left side rear suspension and replace the subject fastener if it is loose or missing.

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

**A5)** The affected toe links may be loose or become separated, resulting in misalignment of the left-rear wheel and 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, 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.