

Frequently Asked Questions (FAQs) for NonCompliance Recall N222381690 Tire Information on the Certification Label May Be Illegible

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

Q1) Which vehicles are involved?

A1) General Motors has decided that certain 2023 model year Cadillac XT5, XT6 and GMC Acadia vehicles fail to conform to S4.3.3 of Federal Motor Vehicle Safety Standard (FMVSS) No. 110, "Tire selection and rims and motor home/recreation vehicle trailer load carrying capacity information for motor vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or less."

Q2) What is the issue or condition?

A2) The certification label located on the driver's side B-pillar contains tire-size information that may not be legible.

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

A3) The correct tire size appears on the tire placard at the driver's side B-pillar and on the sidewalls of the tires installed on the vehicle.

Q4) What is the remedy/repair?

A4) Dealers will replace the vehicle certification label on the driver's side B-pillar.

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

A5) Using incorrect tire sizes may increase 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.