



IMPORTANT SAFETY RECALL

February 2023

Dear Customer:

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

General Motors has decided that a defect which relates to motor vehicle safety exists in a small number of 2023 model year Cadillac XT5 and GMC Acadia vehicles. As a result, GM is conducting a safety 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 recall N222393410.
- Schedule an appointment with your dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The right-front half-shaft assemblies in these vehicles may not conform to GM's specifications for the connection between the half-shaft and the transmission. These half-shafts could separate from the transmission under certain load conditions. If the vehicle unexpectedly loses propulsion and/or mechanical park, there is increased risk of a crash or roll-away.

What will we do?

Your dealer will replace passenger side half-shaft assemblies. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately an hour.

What should you do?

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

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Customer Assistance Center at 1-800-333-4223 (Cadillac) or 1-800-462-8782 (GMC).

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.

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 23V043.

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. Cant

GM Recall: N222393410