

Frequently Asked Questions (FAQs) for Safety Recall N222393410 Half Shaft Separation From Transmission

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) 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.

Q2) What is the issue or condition?

A2) 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.

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

A3) None.

Q4) What is the remedy/repair?

A4) Dealers will replace passenger side half-shaft assemblies.

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

A5) If the vehicle unexpectedly loses propulsion and/or mechanical park, there is increased risk of a crash or roll-away.

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.