

Frequently Asked Questions (FAQs) for Noncompliance Recall 18228 Child Seat Anchor Interference

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) Certain 2016-2018 model year Cadillac CT6.

Q2) What is the issue or condition?

A2) These vehicles may not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 225, "Child restraint anchorage systems." During the vehicle assembly process, small amounts of excess structural adhesive may have been accidentally applied to one or both of the vehicle's inboard child-seat anchorage bars. Hardened adhesive may cause portions of an anchorage bar to exceed FMVSS 225's diameter requirements and interfere with child-seat installation.

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

A3) An owner attempting to install a child seat using the anchorage bars may be unable to utilize the anchorage bar or otherwise notice small amounts of hardened adhesive on the inboard anchorage bar.

Q4) What is the remedy/repair?

A4) Dealers will inspect the inboard child seat anchorage bars for adhesive. If found, the dealer will remove the adhesive and apply an anti-corrosion primer to the bar.

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

A5) If this condition is present, the owner could be unable to use the anchorage bars to install a child seat. Until the recall repair is performed, owners should install child seats in the subject vehicles using the vehicle's rear seat belts, in accordance with the vehicle owner's manual and child-seat manufacturer's installation instructions.

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, the remedy/repair is available now at Cadillac dealers. Customers are strongly urged to repair their vehicle as soon as possible.

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 via mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at my.gm.com/recalls or via NHTSA's website at 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 still within the warranty coverage period associated with the component and/or system being corrected by this recall. Please refer to Warranty Administration Bulletin #17-NA-073: "Field Action Courtesy Transportation Policy" for additional information.