

Frequently Asked Questions (FAQs) for NonCompliance Recall N182207090 Turn Signal Does Not Self-Cancel

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) 2019 Cadillac CT6

Q2) What is the issue or condition?

A2) Certain 2019 Cadillac CT6 vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 108, "Lamps, reflective devices, and associated equipment." In these vehicles, steering-wheel rotation does not automatically deactivate the turn-signal lamps as required by section 9.1.1 of FMVSS 108. The driver can still manually deactivate the turn-signal lamps.

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

A3) Turn signals will continue flashing after completing a turn.

Q4) What is the remedy/repair?

A4) Dealers will replace the turn-signal switch.

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

A5) If the driver fails to manually deactivate the vehicle's turn-signal lamps, the activated signal may mislead pedestrians and other drivers, increasing the risk of a crash.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes.

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. The driver can still manually deactivate the turn-signal lamps.

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.