

Frequently Asked Questions (FAQs) for NonCompliance Recall N202319980 Safety Telltale Light Daytime Visibility

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) Certain 2021 Cadillac Escalade and Escalade ESV vehicles.

Q2) What is the issue or condition?

A2) General Motors has decided that certain 2021 Cadillac Escalade and Escalade ESV vehicles fail to conform to certain Federal and Canada Motor Vehicle Safety Standards relating to the daytime visibility of the front passenger seat belt and airbag status telltale lights located in the overhead console in these vehicles. These telltales may be set to "night mode" when the vehicle is started using remote start or when the vehicle is turned off and re-started after approximately ten minutes without opening the door. In the daytime, if "night mode" is active, these telltales may not be visible, as required by the applicable standards.

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 reprogram the body control module.

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

A5) During the daytime, the driver and front passenger may not be informed that the front passenger is unbuckled or has a deactivated airbag, which could increase the risk of passenger injury in 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/>.

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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.