

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6285  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 22, 2022

Subject: Stop Delivery Order for Upcoming Safety Recall N222378380

Models: 2020-2021 Cadillac XT5  
2020-2021 Cadillac XT6  
2020-2021 GMC Acadia  
Equipped with 360 Surround Vision (RPO UV2)

To: All General Motors Dealers

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2020-2021 model year Cadillac XT5, XT6, and GMC Acadia vehicles equipped with the optional Surround Vision feature, in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N222378380.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

The rear view camera in these vehicles may fail or function intermittently. If the rear view camera is not functioning properly, rear visibility is reduced, increasing the risk of a crash during a backing event.

To correct this condition, dealers will replace the affected coaxial cables.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation

Report using Field Action Reports-GFAM within the Maxis Dealer Application in GlobalConnect.

**Question and Answer Document (Q&A)**

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "9/22/22" under Release Date and "Incomplete – Remedy Not Available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When the sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE  
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