

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6350
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 23, 2022

Subject: Stop Delivery Order for Upcoming Safety Recall N222373320
Rear View Camera Intermittent or Inoperative

Models: 2019-2020 Cadillac XT4 Equipped with VISION-360 VIEW, MONO, HD
DIGITAL (UV2)

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2019-2020 model year Cadillac XT4 vehicles 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 N222373320.

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 or noncompliance is remedied.

The rear-view camera (RVC) 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.

Parts are not currently available, but when parts are available, dealers are to update video processing module (VPM) software. For 2019 model year vehicles, this will also require replacement of the VPM.

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 will be updated for this upcoming recall on November 23, 2022. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A Stock VIN list is not included as our records show there are no vehicles in dealer new 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 "11/23/2022" 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 to develop a remedy as quickly as possible. When a remedy is available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE
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