

## **Frequently Asked Questions (FAQs) for Noncompliance Recall N222363740 Veiling Glare**

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)** 2010-2017 GMC Terrain vehicles fail to conform, in part, to S10.15.6 of Federal Motor Vehicle Safety Standard (FMVSS) No. 108, "Lamps, reflective devices, and associated equipment."

**Q2) What is the issue or condition?**

**A2)** A reflection caused by the headlamps' housing can project a narrow beam of light 80 degrees outboard and 45 degrees upward of each lamp's forward-center axis. When tested, the light emitted from this single point on each lamp may be brighter than the maximum designated in section S10.15.6 and Table XIX of FMVSS 108. The headlamp design allows a narrow beam of light from the lower beam lamp to reflect off of the inner surface of the high beam reflector. The lamps' high beams are not affected by this condition.

**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)** GM will provide a remedy description once a remedy is determined.

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

**A5)** These reflections may cause glare or be distracting to other drivers, increasing the risk of 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)** No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**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.