

## **Frequently Asked Questions (FAQs) for NonCompliance Recall N222382220 Daytime Running Lights (DRL) May Not Deactivate When Headlamps Are On**

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)** General Motors has decided that certain 2021 model year GMC Yukon and Yukon XL vehicles, Chevrolet Tahoe and Suburban vehicles, and Cadillac Escalade and Escalade ESV vehicles fail to conform, in part, to Federal/Canada Motor Vehicle Safety Standard (F/CMVSS) No. 108, "Lamps, reflective devices, and associated equipment."

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

**A2)** The daytime running lamps (DRLs) may not deactivate when the headlamps are on.

**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)** General Motors will update the software in the vehicles' Body Control Module (BCM) to correct the condition.

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

**A5)** If the DRLs do not deactivate when the headlamps are on, the resulting glare could increase 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)** 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/>.

**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.