

Frequently Asked Questions (FAQs) for Safety Recall N222373320 Rear View Camera Intermittent or Inoperative

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) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2019-2020 model year Cadillac XT4 vehicles equipped with the optional Surround Vision feature.

Q2) What is the issue or condition?

A2) The rear-view camera (RVC) in these vehicles may fail or function intermittently.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) The operator may notice intermittent backup camera performance or the loss of the backup camera image with a black or blue screen.

Q4) What is the remedy/repair?

A4) Dealers will update video processing module (VPM) software.

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

A5) If the rear-view camera is not functioning properly, rear visibility is reduced, increasing the risk of a crash during a backing event.

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) The remedy is currently available for 2019 and 2020 model year vehicles requiring reprogramming only. When parts become available for certain 2019 model year vehicles that require reprogramming and a module replacement, a separate bulletin will be published.

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.