

# Part 573 Safety Recall Report

# 23V-172

**Manufacturer Name :** General Motors, LLC**Submission Date :** APR 07, 2023**NHTSA Recall No. :** 23V-172**Manufacturer Recall No. :** N222389310**Manufacturer Information :**

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V WARREN MI  
48093

Company phone : 586-596-1733

**Population :**

Number of potentially involved : 8,744

Estimated percentage with defect : 10 %

**Vehicle Information :**

Vehicle 1 : 2023-2023 Cadillac XT6

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records and transmission trace data were used to identify potentially affected vehicles.

Vehicles with the 2.0L 4-cylinder engine are not affected by this recall. Vehicles with transmissions built outside the suspect window are not included in this recall.

There are 767 Cadillac XT6 vehicles affected by this recall.

Production Dates : SEP 17, 2021 - DEC 12, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2023-2023 GMC Acadia

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records and transmission trace data were used to identify potentially affected vehicles.

Vehicles with the 2.0L 4-cylinder engine are not affected by this recall. Vehicles with transmissions built outside the suspect window are not included in this recall.

There are 1339 GMC Acadia vehicles affected by this recall.

Production Dates : SEP 17, 2022 - DEC 12, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2023-2023 Chevrolet Traverse

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records and transmission trace data were used to identify potentially affected vehicles.

Vehicles with transmissions produced at GM's Toledo manufacturing plant are not affected by this recall. Vehicles with transmissions built outside the suspect window are not included in this recall.

There are 4943 Chevrolet Traverse vehicles affected by this recall.

Production Dates : SEP 19, 2022 - JAN 20, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2023-2023 Chevrolet Blazer

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records and transmission trace data were used to identify potentially affected vehicles.

Vehicles with the 2.0L 4-cylinder engine are not affected by this recall. Vehicles with transmissions built outside the suspect window are not included in this recall.

There are 672 Chevrolet Blazer vehicles affected by this recall.

Production Dates : SEP 22, 2022 - NOV 24, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2022-2023 Cadillac XT5

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records and transmission trace data were used to identify potentially affected vehicles.

Vehicles with the 2.0L 4-cylinder engine are not affected by this recall. Vehicles with transmissions built outside the suspect window are not included in this recall.

There are 1023 Cadillac XT5 vehicles affected by this recall.

Production Dates : APR 01, 2022 - DEC 19, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

**Description of Defect :**

Description of the Defect : General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2022 – 2023 model year Cadillac XT5, 2023 model year Cadillac XT6, 2023 model year GMC Acadia, 2023 model year Chevrolet Blazer, and 2023 model year Chevrolet Traverse vehicles. These vehicles may contain a dimensionally incorrect sun gear inside the transmission. This condition can cause the driver-side half-shaft to disengage from the transmission, causing a loss of propulsion and/or a loss of mechanical park.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the vehicle unexpectedly loses propulsion and/or mechanical park, there is increased risk of a crash or roll-away.

Description of the Cause : Dimensionally incorrect sun gears were not identified and contained during the transmission manufacturing process.

Identification of Any Warning that can Occur : Drivers may hear a grinding or clicking noise from the front of the vehicle.

**Involved Components :**

Component Name 1 : GEAR-FRT DIFF CARR SUN

Component Description : Transmission Sun Gear

Component Part Number : 24290255

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

On November 2, 2022, a GM brand quality manager submitted an issue to GM's Speak Up for Safety (SUFS) program regarding a 2023 Chevrolet Blazer that experienced a loss of propulsion. On December 6, 2022, GM opened a product investigation.

GM's investigation determined that, during a brief manufacturing period in August 2022, GM's San Luis Potosi manufacturing plant may have not properly identified and contained dimensionally incorrect transmission sun gears. A review of field data identified 164 complaints potentially related to this condition, none of which involved a crash or injury. These complaints were received by GM between October 18, 2022 and January 17, 2023. On March 9, 2023, GM's Safety and Field Action Decision Authority decided to conduct a safety recall.

### Description of Remedy :

Description of Remedy Program : Dealers will replace transmission sun gear. Pursuant to 49 C.F.R. § 573.13 (d)(1), all covered vehicles are under warranty, so reimbursement is not offered.

How Remedy Component Differs from Recalled Component : Replacement sun gears are produced outside of the suspect window and are dimensionally correct.

Identify How/When Recall Condition was Corrected in Production : Initial efforts at GM's San Luis Potosi manufacturing plant implemented on September 21, 2022, provided partial containment of suspect gears. A new inspection process was fully implemented at San Luis Potosi on February 16, 2023.

### Recall Schedule :

Description of Recall Schedule : Dealers will be notified on March 16, 2023. Owner notification is estimated to begin on May 1, 2023.

Planned Dealer Notification Date : MAR 16, 2023 - MAR 16, 2023

Planned Owner Notification Date : MAY 01, 2023 - MAY 01, 2023

\* NR - Not Reported