

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6488
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 16, 2023

Subject: Upcoming Safety Recall N222389310
Half-Shaft Disengagement

Models: 2022 - 2023 Cadillac XT5
2023 Cadillac XT6
2023 GMC Acadia
2023 Chevrolet Blazer
2023 Chevrolet Traverse

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 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. The GM recall number is N222389310.

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 is remedied.

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

GM is currently developing a remedy for this condition.

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 has been updated for this upcoming recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code

(BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle 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.

Frequently Asked Questions Document (FAQs)

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 "03/16/2023" 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 and sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE
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