



IMPORTANT SAFETY RECALL

July 2023

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

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. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

<p>IMPORTANT</p> <ul style="list-style-type: none"> • Your vehicle is involved in GM recall N222389310. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge.
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Why is your vehicle being recalled?

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.

What will we do?

Your GM dealer will replace transmission sun gear. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 10-12 hours depending on the model.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs.

Do you have questions?

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-333-4223	711 / 1-800-833-2438
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 23V172.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N222389310