

Frequently Asked Questions (FAQs) for Safety Recall N222389310 Half-Shaft Disengagement

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 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.

Q2) What is the issue or condition?

A2) 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.

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

A3) Drivers may hear a grinding or clicking noise from the front of the vehicle.

Q4) What is the remedy/repair?

A4) GM is currently developing a remedy for this condition.

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

A5) If the vehicle unexpectedly loses propulsion and/or mechanical park, there is increased risk of a crash or roll-away.

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) No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

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.