

## Frequently Asked Questions (FAQs) for Safety Recall N232419690 Windshield Adhesive Missing

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 2023 model year GMC Acadia and 2024 model year Cadillac XT5 and XT6 vehicles.

**Q2) What is the issue or condition?**

**A2)** The windshield of these vehicles may have been assembled without the proper urethane sealant required to bond the windshield to the vehicle body.

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

**A3)** The customer may notice wind noise while driving or a water leak from the windshield.

**Q4) What is the remedy/repair?**

**A4)** Dealer will inspect windshield and properly apply primer and urethane. If windshield is damaged, dealer will replace as necessary.

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

**A5)** If the windshield is not properly bonded, there is an increased risk of injury to occupants in a crash.

**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)** Yes, please see the attached bulletin for details.

**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.