



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

24V459

Manufacturer Name: General Motors, LLC

Submission Date: Jul 17, 2024

NHTSA Recall No.: 24V459

Manufacturer Recall No.: N242447940

Manufacturer Information

Population

Manufacturer Name: General Motors, LLC

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

Total number of potentially involved: 6,876

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2023-2025 Cadillac XT5

Product Category:

Product Type:

Fuel / Propulsion:

Production Dates: Feb 23, 2023 - Jun 13, 2024

Number of potentially involved:

Descriptive Information:

Manufacturing records and were used to determine the affected vehicles.

There are 2,513 Cadillac XT5 vehicles involved with this recall.

Vehicle 2: 2024-2025 Cadillac XT6

Product Category:

Product Type:

Fuel / Propulsion:

Production Dates: Feb 12, 2024 - Jun 13, 2024

Number of potentially involved:

Descriptive Information:

Manufacturing records and were used to determine the affected vehicles.

There are 4,363 Cadillac XT6 vehicles involved with this recall.

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Defect / Noncompliance Description

Description of the defect or noncompliance:

General Motors has decided that certain 2023 – 2025 model year Cadillac XT5 and 2024 – 2025 model year Cadillac XT6 vehicles fail to conform to S5.3.3 of Federal Motor Vehicle Safety Standard (FMVSS) No. 101, “Controls and displays,” and S9.3 and S9.8 of FMVSS No. 108, “Lamps, reflective devices, and associated equipment.” Under some conditions, indicator lights located in the vehicle’s instrument panel for the activation of turn signals, hazard warning flashers and high-beam headlights may fail to illuminate as required.

FMVSS1: 101 - Control and displays

FMVSS2: 108 - Lamps, reflective devices, and assoc. Equipment

Description of the safety risk, including crash, fire, death, injury:

Drivers may not be made aware that turn signals, hazard warning flashers or high-beam headlights are or remain unintentionally activated, potentially confusing or distracting pedestrians and other road users and increasing the risk of a crash.

Description of the cause:

A defect in the instrument cluster software can cause the display located in the center portion of the instrument panel to turn off unexpectedly.

Identification of any warning that can occur:

Drivers may notice that the display located in the center portion of the instrument panel is blank.

Component Manufacturer

Tier of Supplier:**Supplier Type:**

Name: Robert Bosch LLC

Address: 38000 Hills Tech Dr
Farmington Hills MI, 48331

Country: United States

Involved Components

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Component Name 1: CLUSTER ASM-INST, C4B (IPC)

Component Description: Instrument Cluster Assembly

Component Part Number: 86509056, 86509057, 86509058, 86509060, 86509063

Chronology

A GM engineer submitted this issue to GM's Speak Up For Safety (SUFS) program on April 17, 2024 after observing that the driver information center display in a 2024 Cadillac XT5 turned off unexpectedly. GM opened a product investigation on June 4, 2024. GM's investigation identified 195 potentially related field complaints, which were received by GM between March 3, 2024 and June 5, 2024. GM is not aware of any accidents or injuries associated with this noncompliance. On June 13, 2024, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a noncompliance recall.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

Dealers will update the instrument cluster software. For certain vehicles, this will require the replacement of the instrument cluster assembly. 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:

Updated software corrects the defect that can result in a blank screen condition.

Identify how/when recall condition was corrected in production:

GM's assembly plant initiated containment efforts on June 13, 2024.

Reimbursement Plan

Description of reimbursement program:

Period of reimbursement:

Costs to be reimbursed:

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Address for reimbursement claims:

Recall Schedule**Description of recall schedule:**

Dealers will be notified on June 20, 2024. Owner notification is estimated to begin on August 5, 2024. This recall will be executed under two bulletins: N242447940 and N242447941

Planned Dealer Notification Date: Jun 20, 2024 - Jun 20, 2024 No Dealers

Planned Interim Owner Notification Date: No Owners

Planned Remedy Owner Notification Date: Aug 05, 2024 - Aug 05, 2024 Phased Recall

Date when VIN will be searchable: