

Reference Number: GCUS-3-3269

Stop Delivery Order for Noncompliance Recall N242447940 - Blank Cluster Display

GENERAL MOTORS

DCS6919

URGENT - DISTRIBUTE IMMEDIATELY

Date: June 20, 2024

Subject: Stop Delivery Order for Noncompliance Recall N242447940

Blank Cluster Display

Models: 2023-2024 Cadillac XT5

2024 Cadillac XT6

Equipped with DISPLAY INSTRUMENT - DRIVER INFO ENHANCED (MULTI COLOR ENHANCED GRAPHIC) (RPO UHS)

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2023-2024 model year Cadillac XT5 and 2024 model year Cadillac XT6 vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about a noncompliance recall that involves these vehicles. The GM recall number is N242447940.

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 noncompliance is remedied.

General Motors has decided that certain 2023-2024 model year Cadillac XT5 and 2024 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. 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.

Software is not currently available, but when software is available, dealers will update the instrument cluster software.

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 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 most likely questions customers may have regarding this Noncompliance 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 "06/20/2024" 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 the remedy as quickly as possible. When the remedy is available, the recall bulletin will be released, and dealers can begin repairing vehicles.

END OF MESSAGE