



# IMPORTANT SAFETY RECALL

August 2024

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 certain 2024 model year Cadillac XT4 and Chevrolet Malibu vehicles may fail to conform to certain owner’s manual content requirements of the Federal Motor Vehicle Safety Standards (FMVSS), including S12 of FMVSS No. 225, “Child restraint anchorage systems”. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

<b>IMPORTANT</b>
<ul style="list-style-type: none"> <li>Your vehicle is involved in GM recall N242454040.</li> <li>Schedule an appointment with your GM dealer.</li> <li>This service will be performed for you at <b>no charge</b>.</li> </ul>

**Why is your vehicle being recalled?** Some of these vehicles may have been sold with the wrong owner’s manual provided in the glove box. Owners may be confused on the safe use and operation of the vehicle, increasing the risk of injury in a crash.

**What will we do?** Your GM dealer will provide owners with the correct manual. 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 inspection and service correction time of approximately 15 minutes.

**What should you do?** You should contact your GM dealer to arrange a service appointment as soon as possible.

**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
Cadillac	1-800-333-4223
Chevrolet	1-800-222-1020
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 24V575.

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: N242454040