

Frequently Asked Questions (FAQs) for NonCompliance Recall N242447940 Blank Cluster Display

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the NonCompliance Recall identified above.

Q1) Which vehicles are involved?

A1) 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."

Q2) What is the issue or condition?

A2) 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.

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

A3) Drivers may notice that the display located in the center portion of the instrument panel is blank.

Q4) What is the remedy/repair?

A4) Dealers will update the instrument cluster software. For certain vehicles, this will require the replacement of the instrument cluster assembly.

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

A5) 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.

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 recall?

A9) Customers who own a vehicle involved in this recall 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://experience.gm.com/ownercenter/recalls> or via NHTSA's website at <http://www.nhtsa.gov>.

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

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with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.