

Frequently Asked Questions (FAQs) for NonCompliance Recall N242454040 Incorrect Owner's Manual

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 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."

Q2) What is the issue or condition?

A2) Some of these vehicles may have been sold with the wrong owner's manual provided in the glove box.

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

A3) Owners may notice that the owner's manual installed in their vehicle is for another vehicle.

Q4) What is the remedy/repair?

A4) Dealers will provide owners with the correct manual.

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

A5) Owners may be confused on the safe use and operation of the vehicle, increasing the risk of injury 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 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>.