

## Frequently Asked Questions (FAQs) for NonCompliance Recall N242468880 Headlamp Flicker

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 GMC Canyons fail to conform to Table I-a: “Required Lamps and Reflective Devices” of Federal Motor Vehicle Safety Standard FMVSS No. 108, “Lamps, reflective devices, and associated equipment.”

**Q2) What is the issue or condition?**

**A2)** The left and/or right headlamps may flicker under various conditions, including while driving and while the vehicle is in park.

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

**A3)** Driver may notice headlamp flickering while driving or parking.

**Q4) What is the remedy/repair?**

**A4)** Dealers will replace a module in the headlamp that includes the correct software.

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

**A5)** Headlamp flickering may momentarily decrease the effectiveness of the vehicle’s headlamps, 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)** No, when a sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

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