

Frequently Asked Questions (FAQs) for Safety Recall 18155 Driver Side Window Switch Inoperative

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

Q1) Which vehicles are involved?

A1) 2014-2017 Chevrolet Express and GMC Savana (built through 6/21/16 and 6/17/16, respectively)

Q2) What is the issue or condition?

A2) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 – 2017 Chevrolet Express and GMC Savana vehicles equipped with power windows. Under certain conditions, liquid can enter the power window switches in these vehicles and cause corrosion, leading to high electrical resistance.

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

A3) Occupants may notice that the power window is malfunctioning or inoperative. Smoke or an odor from smoke or melting may also come from the door panel.

Q4) What is the remedy/repair?

A4) Dealers will replace affected driver's side window switch with another switch that has additional protection against liquid intrusion.

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

A5) High electrical resistance can cause the switch to heat up, smoke or melt, increasing the risk of fire and injury.

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, parts are not available. You will be notified when you can schedule an appointment at your dealer.

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 field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by Chevrolet and GMC, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at my.gm.com/recalls or via NHTSA's website at vinrcl.safercar.gov/vin/.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

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- 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. Follow Courtesy Transportation Program Guidelines.