

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4833
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 30, 2018

Subject: Upcoming Recall 18278
Brake Pedal Pivot Bolt

Models: 2015-2016 Chevrolet Silverado 2500/3500 Heavy Duty Pickup Trucks
2015-2016 GMC Sierra 2500/3500 Heavy Duty Pickup Trucks
2015-2016 Chevrolet Tahoe PPV (RPO 9C1)
2015-2016 Chevrolet Tahoe Special Services (RPO 5W4)
2016-2016 Chevrolet Silverado Crew Cab LD Special Services (RPO 5W4)

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves certain 2015 – 2016 Chevrolet Silverado and GMC Sierra 2500/3500 Heavy Duty Pickup Trucks, Chevrolet Silverado 1500 Special Service Pickup Trucks, and Chevrolet Tahoe Police / Special Service vehicles that may have been improperly serviced under safety recall 20760. The GM recall number will be 18278.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

The brake pedal pivot nut on these vehicles may become loose, causing the brake pedal to be loose or inoperative. If the brake pedal becomes loose or inoperative, the driver may be unable to safely stop the vehicle through application of the brake pedal, increasing the risk of a crash. A loose pedal may also interfere with the accelerator pedal, increasing the risk of a crash.

To correct this condition, dealers will add adhesive to the nut, and reinstall the nut at an increased torque.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on August 30, 2018. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Frequently Asked Questions (FAQs)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
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