



# IMPORTANT SAFETY RECALL

September 2018

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 – 2018 model year Chevrolet Colorado vehicles; 2016 – 2017 model year Buick Envision vehicles; 2016 – 2018 model year Chevrolet Malibu and GMC Canyon vehicles; 2017 – 2018 model year GMC Acadia vehicles; and 2018 model year Buick LaCrosse, Chevrolet Equinox, and GMC Terrain vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall 18268.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

GM's records indicate that a high-pressure fuel pump was installed in your vehicle during a service visit at a GM dealership that may contain a joint that was improperly welded by the supplier during the manufacturing process. Over time, the weld could crack, potentially separating the high-pressure fuel pump from the flange and allowing the pump to oscillate inside the engine compartment. If this occurs, the pump's movement could potentially damage the high-pressure fuel line, causing a fuel leak. If the subject weld cracks and subsequent oscillations cause damage to the high-pressure fuel line, a fuel leak could occur, which increases the risk of a fire.

### What will we do?

Your GM dealer will replace the high-pressure fuel pump and high-pressure fuel pipe. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time which could take up to approximately four hours.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by September 30, 2019, unless state law specifies a longer reimbursement period.

### Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

### **IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS**

The California Air Resources Board (CARB) requires vehicle emission related recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of this safety recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

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If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 18V358.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall: 18268