

Product Safety Recall

18279-01 Rear Brake Piston Degassing Causing Soft Brake Pedal



Reference Number: N182167900

Release Date: October 2018

Revision: 01

Revision Description: This bulletin has been revised to include a model update, clarify the correction description and service procedure, and include a copy of the customer notification letter. Please discard all previous copies of bulletin 18279.

Attention: 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 under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	LaCrosse	2018	2019		
Buick	Regal	2018	2019		
Cadillac	XTS	2018	2019		
Chevrolet	Bolt EV	2018	2019		
Chevrolet	Cruze	2018	2019		
Chevrolet	Equinox	2018	2019		
Chevrolet	Impala	2018	2019		
Chevrolet	Malibu	2018	2018		
Chevrolet	Volt	2018	2019		
GMC	Terrain	2018	2019		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2018–2019 model year GMC Terrain vehicles; 2018 model year Chevrolet Malibu vehicles; 2018–2019 model year Chevrolet Cruze, Equinox, Volt, Impala, and Bolt vehicles; 2018–2019 model year Buick Lacrosse and Regal vehicles; and 2018–2019 model year Cadillac XTS vehicles. The rear-brake caliper pistons may contain a small amount of trapped hydrogen gas that could be released into the vehicle's brake system. If gas is present in the brake system, rear-brake performance may be reduced, increasing the risk of a crash.
Correction	Dealers will "bleed" the complete brake system to remove any gas.

Parts

Quantity	Part Name	Part No.
1*	Dot 3 Hydraulic Brake Fluid (All Vehicles Except Buick Regal)	19353126 (U.S.) 19353127 (Canada) 88865629 (Mexico)
1**	Dot 4 Hydraulic Brake Fluid (Buick Regal Only)	19299570 (U.S.)

* Sold in quantities of 24 bottles. ** Sold in single bottle quantities.

One (1) bottle of brake fluid will be required per vehicle for bleeding of the brakes. Each bottle contains 16 fluid ounces.

Important: GlobalConnect message GCUS-3-1327, dated September 13, 2018, encouraged dealers to use up the GM approved DOT 4 brake fluid currently in their parts inventory and to only order GM approved DOT 3 brake fluid from that point forward to service the vehicles involved in this safety recall, except for the Buick Regal, which requires DOT 4 fluid only. The message also stated that the warranty system was being adjusted to accept transactions for the DOT 4 fluid through October 31, 2018.

Note: Export markets are to procure brake fluid from an approved local source. Refer to the parts table in this bulletin to determine if GM approved DOT 3 or DOT 4 brake fluid is required to complete the repair.

Product Safety Recall

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104046	Hydraulic Brake System Bleeding: Bolt, Cruze, Regal Equinox, Impala, Terrain, Volt, XTS, XTS Professional LaCrosse, Malibu	0.5 0.7 1.1	ZFAT	N/A

Note: Some vehicles require pressure bleeding of the brake system. Follow the Pressure Brake Bleeding procedure in SI when required. If both the Manual Brake Bleeding procedure and Pressure Brake Bleeding procedure are published in SI, perform the Manual Brake Bleed procedure.

Service Procedure

1. Bleed the complete brake system. Refer to *Hydraulic Brake System Bleeding* or *Hydraulic Brake System Bleeding (Manual)* in SI.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Product Safety Recall

18279-01 Rear Brake Piston Degassing Causing Soft Brake Pedal



Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle. (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Product Safety Recall

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IMPORTANT SAFETY RECALL

October 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 2018-2019 model year Buick LaCrosse, Buick Regal, Cadillac XTS, Chevrolet Bolt EV, Chevrolet Cruze, Chevrolet Equinox, Chevrolet Impala, Chevrolet Volt, GMC Terrain vehicles, and 2018 model year Chevrolet Malibu. 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 18279.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The rear-brake caliper pistons may contain a small amount of trapped hydrogen gas that could be released into the vehicle's brake system. If gas is present in the brake system, rear-brake performance may be reduced, increasing the risk of a crash.

What will we do?

Your GM dealer will "bleed" the brake system to remove any gas from the rear brake system. 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 repair time of approximately one hour and 15 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. If you notice that your brake pedal feels soft or spongy, do not operate your vehicle, and contact your dealer to arrange for your vehicle to be towed to your dealer for service.

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
Cadillac	1-866-982-2339	1-800-833-2622
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	

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 18V576.

Product Safety Recall

18279-01 Rear Brake Piston Degassing Causing Soft Brake Pedal



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

GM Recall: 18279