

# Product Safety Recall

## 18278 Brake Pedal Pivot Bolt



**Reference Number:** N182165530

**Release Date:** September 2018  
**Revision:** 01

**Revision Description:** This bulletin has been revised to include a copy of the customer notification letter. Please discard all copies of bulletin 18278.

**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		
Chevrolet	Silverado Crew Cab LD	2015	2016	5W4	SPECIAL SERVICE PACKAGE
Chevrolet	Silverado HD	2015	2016		
Chevrolet	Tahoe PPV	2015	2016	9C1	POLICE PACKAGE
Chevrolet	Tahoe	2015	2016	5W4	SPECIAL SERVICE PACKAGE
GMC	Sierra HD	2015	2016		

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.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in 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 (NHTSA 16V069). 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.
<b>Correction</b>	Dealers will add adhesive to the nut, and reinstall the nut at an increased torque.

### Parts Information

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). If unable to procure from GMCC&A see one of the other options listed to be obtained locally.

**Caution:** Do NOT use a bottle of Loctite that was previously opened unless you are certain it is less than a year old.

Quantity	Part Name	Part No.
1 tube fixes approx. 25 vehicles	General Purpose Adhesive (0.34 oz) (Threadlocker – red	19369733 (US)
1 tube fixes approx. 25 vehicles	Anaerobic Sealant (10 mL)	10953488 (CA)
1 tube fixes approx. 25 vehicles	Permatex High Strength Threadlocker 27100 (0.20 oz)	Obtain Locally
1 tube fixes approx. 25 vehicles	Loctite Threadlocker Red 271 209741 (6 mL)	Obtain Locally

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104045	Apply Threadlocker to Brake Pedal Pivot Nut Add: Clutch Pedal Removal and Installation (Manual Transmission Only)	0.6 1.7	ZFAT	*
9104065	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	**
9104066	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

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\* The amount identified in "Net Item" should represent the actual sum total of the current GMCCA Dealer net price for threadlocker needed to perform the required repairs, not to exceed \$0.40 USD/CAD, plus applicable Mark-Up or Landed Cost (for Export).

The labor time includes applying threadlocker to the brake pedal pivot nut and performing the brake pedal position sensor calibration.

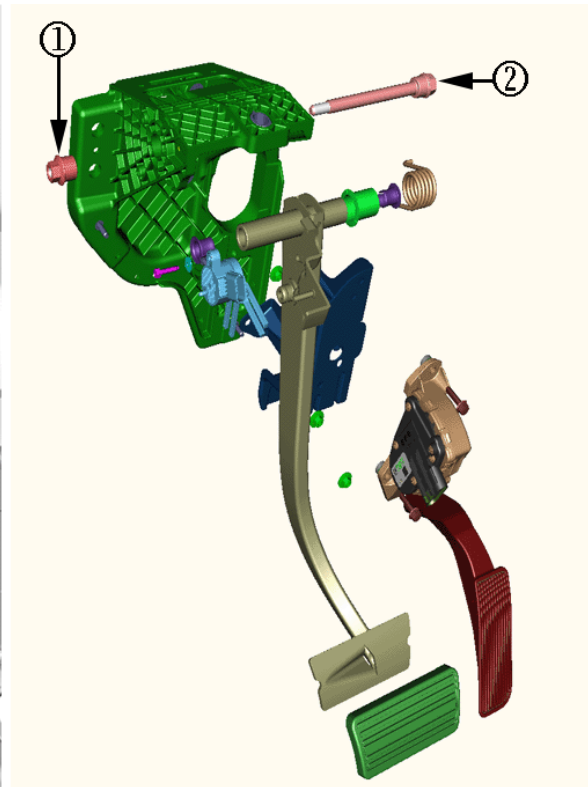
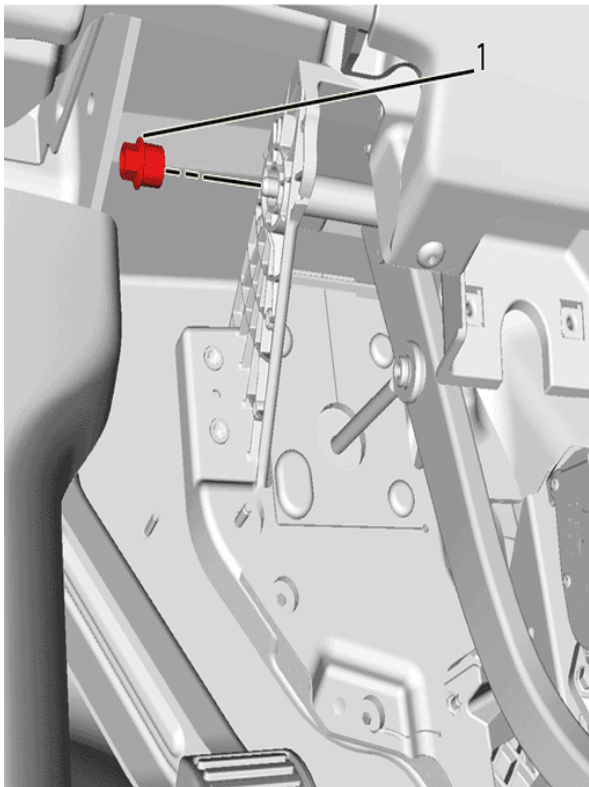
\*\* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

\*\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

### Service Procedure

1. Determine if the vehicle is equipped with a manual transmission.
  - If the vehicle is equipped with an automatic transmission, proceed to step 2
  - If the vehicle is equipped with a manual transmission, remove the clutch pedal. Refer to *Clutch Pedal Replacement* in SI. After the clutch pedal has been removed, proceed to step 4.
2. Remove the Instrument Panel Knee Bolster. Refer to *Instrument Panel Knee Bolster Replacement* in SI.
3. Remove the Front Floor Air Outlet Duct – Left Side. Refer to *Front Floor Air Outlet Duct Replacement – Left Side* in SI.



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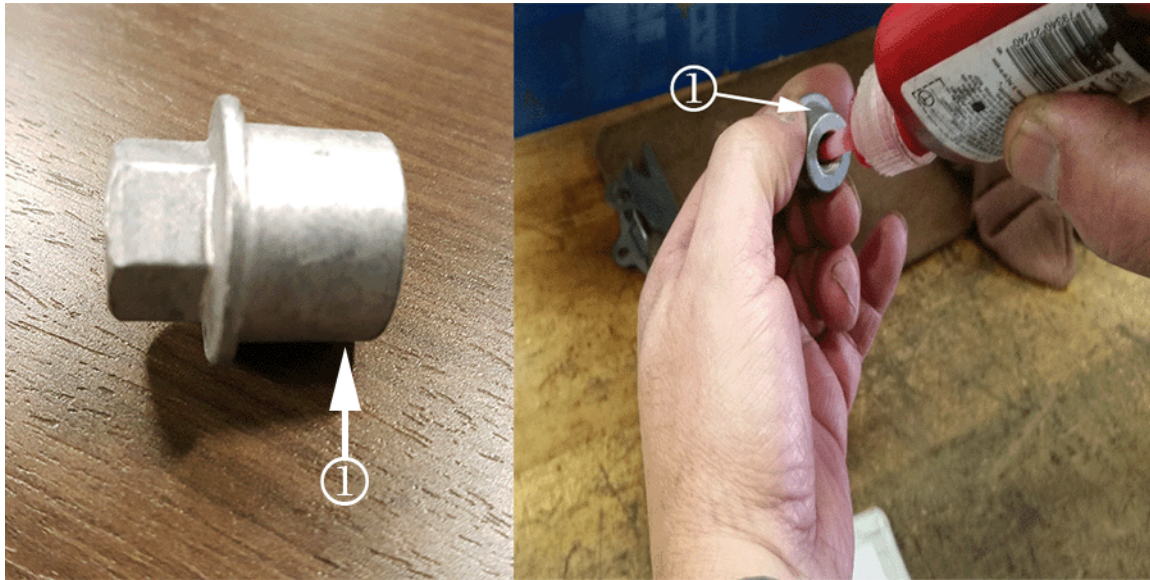
**Caution:** Apply pressure to the brake pedal pivot bolt while removing the nut to ensure the bolt does not back out of the housing. Part damage could occur if the bolt backs out of the housing.

**Note:** The bolt may be facing either direction, not necessarily the direction shown above. Do NOT attempt to reorient the bolt and nut if they are not facing the direction shown in the photo – only apply Loctite to the nut and torque to specification as described below.

4. Holding the brake pedal pivot bolt (2) with a box end wrench, remove the brake pedal pivot nut (1).

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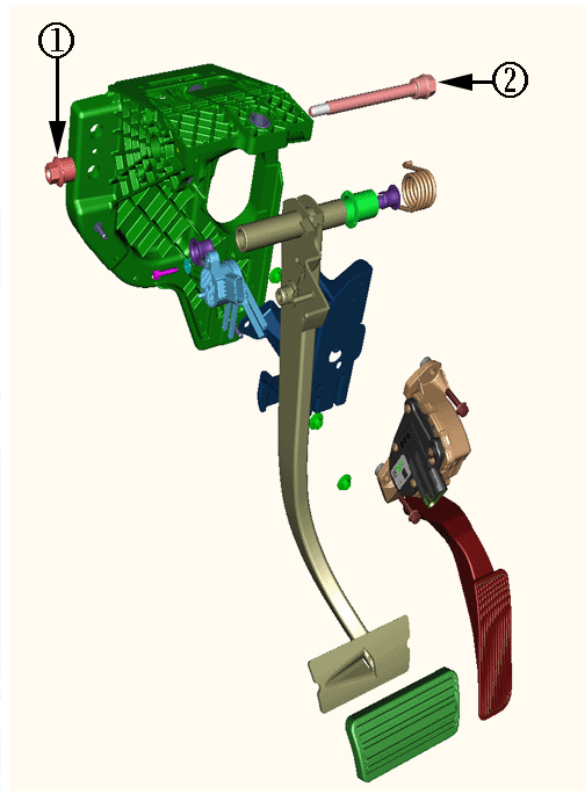
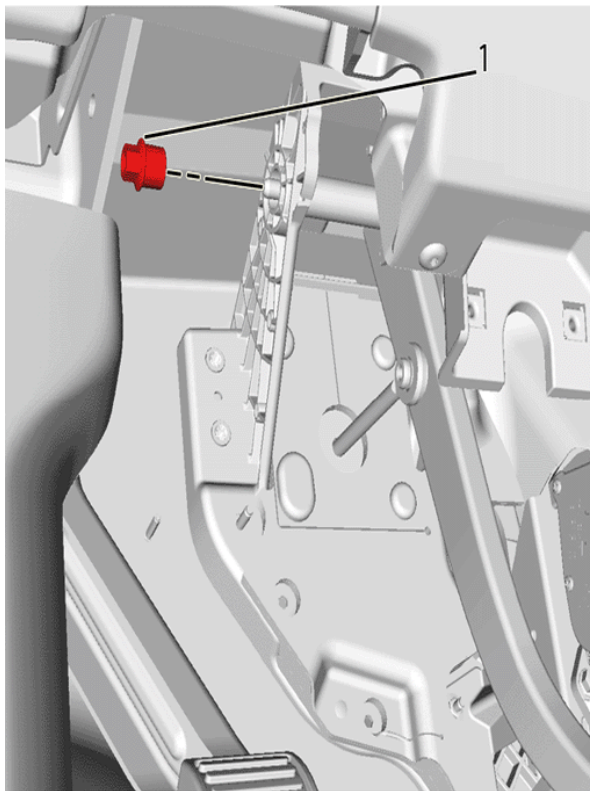
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**Note:** Do NOT get threadlocker on the exterior of the brake pedal pivot nut. The exterior of the brake pedal pivot nut must be kept clean of threadlocker.

5. Holding the nut horizontally, apply two drops of red threadlocker to the threads in the collar portion (1, opposite the hex end) of the nut.



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**Caution:** Apply pressure to the brake pedal pivot bolt while installing the nut to ensure the bolt does not back out of the housing. Part damage could occur if the bolt backs out of the housing.

6. Holding the brake pedal pivot bolt (2) with a box end wrench, install the brake pedal pivot nut (1).
7. Holding the brake pedal pivot bolt with a box end wrench, torque the brake pedal pivot nut to 26 Nm (19 lb ft).

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8. On vehicles equipped with a manual transmission, install the clutch pedal, then proceed to step 11. Refer to *Clutch Pedal Replacement* in SI.
9. Install the Floor Front Air Outlet Duct - Left Side. Refer to *Floor Front Air Outlet Duct Replacement - Left Side* in SI.
10. Install the Instrument Panel Knee Bolster. Refer to *Instrument Panel Knee Bolster Replacement* in SI.
11. For all vehicles, perform the brake pedal position sensor relearn procedure. Refer to *Brake Pedal Position Sensor Calibration* 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.



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### **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.

### **Customer Reimbursement**

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by October 31, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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**



# 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 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 (NHTSA 16V069). 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 18278.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

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.

### What will we do?

Your GM dealer will add adhesive to the brake pedal pivot nut, and reinstall the nut at an increased torque. 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 time of approximately 2 ½ 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 recall condition, 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 October 31, 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)
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

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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 16V069.

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: 18278