

Frequently Asked Questions (FAQs) for Safety Recall 18136 Front Door Window Glass Temper Process Not Complete

These questions and answers are being provided so that GM dealers may respond to anticipated inquiries from involved vehicle owners about the safety recall identified above.

Q1) Which vehicles are involved?

A1) 2018 model year Chevrolet Equinox.

Q2) What is the issue or condition?

A2) General Motors has decided that the front-door window glass on certain 2018 model year Chevrolet Equinox vehicles may not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 205, "Glazing materials." The glass manufacturer may have failed to fully temper the glass during the manufacturing process. Glass that is not fully tempered could fail to meet FMVSS 205's fracture-test requirements.

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

A3) None.

Q4) What is the remedy/repair?

A4) Dealers will replace the left and right front door glass. Replacement glass has properly completed the tempering process.

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

A5) If broken, glass that does not meet FMVSS 205's fracture-test requirements can shatter into large fragments that can increase the risk of 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) Yes, the remedy/repair is available at Chevrolet dealers. Customers are strongly urged to repair their vehicle as soon as possible.

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, 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?

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.