

## **Frequently Asked Questions (FAQs) for Safety Recall 18146 Kidde Fire Extinguisher**

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

**Q1) Which vehicles are involved?**

A1) Certain 2009–2018 GMC Savana and Chevrolet Express vehicles, 2009–2014 GMC Sierra HD and Chevrolet Silverado HD vehicles, 2009 Isuzu F Series – Medium Duty, and 2008 GMC 5000, 6000, 7000, and 8000 Medium Duty Series vehicles.

**Q2) What is the issue or condition?**

A2) Walter Kidde Portable Equipment Inc. (“Kidde”) has decided that a defect, which relates to motor vehicle safety, exists in certain Kidde plastic-handle fire extinguishers that GM has determined may have been installed in some of the vehicles identified above. According to the Defect Information Report filed by Kidde (Recall No. 17E062000), the fire extinguishers may become clogged or require excessive force to activate. According to Kidde, in certain models, the nozzle may detach from the valve assembly with enough force that it could cause injury and render the product inoperable.

**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) GM will notify owners of affected vehicles to check the serial number on their fire extinguisher and if needed to order a replacement directly from Kidde.

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

A5) According to Kidde, in certain fire extinguisher models, the nozzle may detach from the valve assembly with enough force that it could cause injury and render the product inoperable.

**Q6) Does the customer have to pay for this remedy/repair?**

A6) No.

**Q7) Is the remedy/repair available now?**

A7) Yes. Involved vehicle owners are to contact Kidde directly at 1-855-271-0773 between 8:30 a.m. and 5:00 p.m. ET Monday through Friday (excluding holidays), or between 9:00 a.m. and 3:00 p.m. ET Saturday and Sunday to check the model and serial number on their fire extinguisher. They can also visit [www.kidde.com](http://www.kidde.com) and click on “Product Safety Recalls” to order replacement fire extinguishers free of charge.

**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.

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**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 General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at [my.gm.com/recalls](http://my.gm.com/recalls) or via NHTSA's website at [vinrcl.safercar.gov/vin/](http://vinrcl.safercar.gov/vin/).

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

A10) No.