

Frequently Asked Questions (FAQs) for Noncompliance Recall 18159 Potential Fuel Tank Leak

These questions and answers are being provided to help General Motors dealers respond to inquiries from involved vehicle owners regarding the noncompliance recall identified above.

Q1) Which vehicles are involved?

A1) 2016–2018 model year Chevrolet Cruze LS gasoline-engine sedans equipped with tire inflator kit (RPO KTI).

Q2) What is the issue or condition?

A2) General Motors has decided that 2016-2018 Chevrolet Cruze LS gasoline-engine sedans equipped with tire inflator kits may fail to conform to certain requirements of S5.6 of Federal Motor Vehicle Safety Standard (FMVSS) No. 301, "Fuel system integrity." While GM has not identified any field reports of fuel leaks involving these vehicles, GM's internal testing indicates that these vehicles may release more fuel than is permissible under S5.6 of FMVSS 301 under the test conditions for an offset rear-impact followed by a static rollover.

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

A3) The vapor pressure sensor (VPS) attached to the fuel tank in these vehicles may contact the rear floor panel in a severe rear-impact crash.

Q4) What is the remedy/repair?

A4) Dealers will install a lock-ring on the fuel tank that shields the VPS.

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

A5) Under certain conditions in a rollover following a severe rear-impact crash, if fuel were to leak from the vehicle, it would increase the risk of fire or injury.

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

A6) No, this remedy/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) No, the remedy/repair is not yet available. GM is working with the supplier to obtain a sufficient quantity of the needed parts. Customers will be notified when parts are available.

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.