

Frequently Asked Questions (FAQs) for Safety Recall 18179 SDM Loss of Communication

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 2018 model year GMC Terrain vehicles.

Q2) What is the issue or condition?

A2) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2018 model-year GMC Terrain vehicles. In these vehicles, the sensing diagnostic module (SDM), which provides crash sensing and deploys airbags in the event of a crash, may not power down correctly when the vehicle is powered off. If this condition occurs, the SDM may be inoperative when the vehicle is restarted. If the SDM is inoperative when the vehicle is started, the airbag warning lamp will be illuminated, the driver information center will display a “service restraint system” message, and warning chimes will sound.

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

A3) If the SDM is not fully functional when the vehicle is started, the airbag warning will illuminate, the driver information center (DIC) will display a service restraints system message, and a chime will be present.

Q4) What is the remedy/repair?

A4) Dealers will reprogram the SDM with updated software.

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

A5) If the SDM is inoperative, the SDM will not detect a crash or command deployment of airbags, increasing the risk of injury in a crash.

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/.

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- 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.