

## **Frequently Asked Questions (FAQs) for Safety Recall 18268 High Pressure Fuel Pump Pipe Out of Position**

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 2015 – 2018 model year Chevrolet Colorado vehicles; 2016 – 2017 model year Buick Envision vehicles; 2016 – 2018 model year Chevrolet Malibu and GMC Canyon vehicles; 2017 – 2018 model year GMC Acadia vehicles; and 2018 model year Buick LaCrosse, Chevrolet Equinox, and GMC Terrain vehicles.

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

A2) In these vehicles, the joint that connects the high-pressure fuel pump's outer housing to the pump's flange may not have been properly welded by the supplier during the manufacturing process. Over time, the weld could crack, potentially separating the high-pressure fuel pump from the flange and allowing the pump to oscillate inside the engine compartment. If this occurs, the pump's movement could potentially damage the high-pressure fuel line, causing a fuel leak.

**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 high-pressure fuel pump and high-pressure fuel pipe.

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

A5) If the subject weld cracks and subsequent oscillations cause damage to the high-pressure fuel line, a fuel leak could occur, which increases the risk of a fire.

**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) Yes.

**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 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) 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.