

## **Frequently Asked Questions (FAQs) for Noncompliance Recall 18255 Tire Pressure Monitoring System (TPMS) Not Properly Calibrated**

These FAQs are being provided to help GM dealers respond to inquiries from involved vehicle owners about the noncompliance recall identified above.

**Q1) Which vehicles are involved?**

A1) Certain 2018 model year Chevrolet Express and GMC Savana vehicles.

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

A2) The vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 138, "Tire Pressure Monitoring Systems." An incorrect calibration of the tire pressure monitoring system caused the low-tire-pressure warning to be triggered at 37 psi instead of the correct 41 psi required by FMVSS 138. If the low tire pressure telltale is not illuminated at the correct tire pressure, the driver may have less time to react to a low-tire-pressure situation, which could affect the driver's ability to control the vehicle in certain situations and could increase the risk of a crash.

**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 verify that the tire pressure in the remote control door lock receiver (RCDLR) matches the tire placard in the vehicle's door jamb and, if they do not match, reprogram the RCDLR portion of the TPMS with the correct tire pressure values.

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

A5) If the low tire pressure telltale is not illuminated at the correct tire pressure, the driver may have less time to react to a low-tire-pressure situation, which could affect the driver's ability to control the vehicle in certain situations and could increase the risk of 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 currently available at Chevrolet and GMC 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 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. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.