

Frequently Asked Questions (FAQs) for Safety Recall 18278 Brake Pedal Pivot Bolt

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 2015–2016 model year Chevrolet Silverado and GMC Sierra 2500/3500 Heavy Duty Pickup Trucks, Chevrolet Silverado 1500 Special Service Pickup Trucks, and Chevrolet Tahoe Police/Special Service vehicles that may have been improperly serviced under safety recall 20760.

Q2) What is the issue or condition?

A2) The brake pedal pivot nut on these vehicles may become loose, causing the brake pedal to be loose or inoperative.

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

A3) The driver may notice a change in brake pedal feel. The Service Engine Soon light may illuminate, and brake lights may stay on longer than expected.

Q4) What is the remedy/repair?

A4) Dealers will add adhesive to the nut, and reinstall the nut at an increased torque.

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

A5) If the brake pedal becomes loose or inoperative, the driver may be unable to safely stop the vehicle through application of the brake pedal, increasing the risk of a crash. A loose pedal may also interfere with the accelerator pedal, increasing the risk of a crash.

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

A6) No, this 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 at Chevrolet and GMC dealers.

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 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. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.