

Product Safety Recall

N192270920 Incorrect Brake Caliper Seal Lubricant



Release Date: October 2019

Revision: 01

Revision Description: This bulletin has been updated to include the customer letter. Customer reimbursement was also removed. Please discard all previous copies of bulletin N192270920.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery August 16, 2019. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2020	2020	J71	Electronic Parking Brake

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 model year Chevrolet Equinox vehicles. Brake calipers manufactured by ZF for use in these subject vehicles were produced using an incorrectly labeled assembly fluid. The incorrectly labeled assembly lubricant is incompatible with rubber seals in the brake calipers, which could lead to seals swelling and a reduction of clearance in the seal groove. Brake calipers that were exposed to the incorrectly labeled assembly fluid in production may develop a leak, which could eventually result in reduced braking function or drag, which could potentially lead to the overheating of the brake pads, increasing the risk of a crash. The customer may get a "low fluid warning" light and notice increased brake pedal travel if fluid leaks at the seal. If brake drag is significant, a customer may notice smoke at the rear brakes.
Correction	Dealers will replace the rear brake calipers, including the brake hose gasket, brake fluid, and wheel to hub lubricant.

Parts

Quantity	Part Name	Part No.
1	Left Hand Rear Brake Caliper	13595652
1	Right Hand Rear Brake Caliper	13595649
4	Brake Hose Sealing Washer	21012386
1	Brake Fluid (Dot 3)	19353126

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which rear brake calipers to order.

Due to the small number of vehicles involved, (166), and due to limited initial parts availability, **dealers are encouraged not to order recall parts for use as shelf stock.**

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104736	Rear Brake Caliper Replacement and Brake Fluid Drain/Fill/Bleed	1.3	ZFAT	N/A

Service Procedure

1. Open the hood.
2. Disconnect the negative battery cable from the battery to remove power from vehicle. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
3. Remove the brake master cylinder reservoir cap.

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4. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
5. Replace the rear brake calipers. Refer to *Rear Brake Caliper Replacement* in SI.
 - Do not attempt to cap the rear brake lines during caliper replacement. Instead, position drain pans underneath both sides and allow the brake fluid to drain completely from the rear brake circuits while the calipers are being replaced.
6. After rear brake caliper replacement is complete and the brake lines are installed and torqued to the new brake calipers, reconnect the negative battery cable to restore power to vehicle. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
7. Bleed the rear brake circuits. Refer to *Hydraulic Brake System Bleeding (Manual) or Hydraulic Brake System Bleeding (Pressure)* in SI depending on your personal preference for bleeding and/or the availability of a pressure bleeding tool for brakes.
8. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
9. Reinstall the brake master cylinder reservoir cap.
10. Close the hood.
11. CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

Dealer Responsibility – For USA

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

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Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

October 2019

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2020 Chevrolet Equinox vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N192270920.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Brake calipers manufactured by ZF for use in these subject vehicles were produced using an incorrectly labeled assembly fluid. The incorrectly labeled assembly lubricant is incompatible with rubber seals in the brake calipers, which could lead to seals swelling and a reduction of clearance in the seal groove.

Brake calipers that were exposed to the incorrectly labeled assembly fluid in production may develop a leak, which could eventually result in reduced braking function or drag, which could potentially lead to the overheating of the brake pads, increasing the risk of a crash. The customer may get a "low fluid warning" light and notice increased brake pedal travel if fluid leaks at the seal. If brake drag is significant, a customer may notice smoke at the rear brakes.

What will we do?

Your GM dealer will replace the rear brake calipers, including the brake hose gasket, brake fluid, and wheel-to-hub lubricant. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour and 25 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 19V704.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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Maryann L. Combs
Vice President
Global Vehicle Safety

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