

Frequently Asked Questions (FAQs) for Safety Recall N182204190 Chassis Cab Truck Fuel Leak

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) 2016-2018 model year Chevrolet Silverado 3500 and GMC 3500 with gas engines (L96) and dual fuel tanks (N2N).

Q2) What is the issue or condition?

A2) In these vehicles, if the fuel-level sensor in the front tank becomes stuck in a low-level position, the rear tank may overfill the front tank and potentially cause it to expand. In rare circumstances, the front fuel tank could expand and contact a moving drive shaft, which could create a hole in the front fuel tank and allow fuel to leak.

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

A3) Customers may hear a grinding or knocking noise if an over pressurized front fuel tank expands and contacts a moving drive shaft.

Q4) What is the remedy/repair?

A4) Dealers will replace the rear-tank fuel-pump module. Dealers will also inspect the front tank and replace if necessary.

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

A5) If leaked fuel encounters a potential ignition source, a fire could occur.

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) No, but when available, this inspection/repair will be done at no cost to the customer.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) While it would be rare to experience a fuel leak from this condition, until parts are available, you can avoid fuel leaks from this condition by using only the front fuel tank.

If using the capacity of both tanks is required for your vehicle's purpose, be aware of the possibility of a grinding, scraping or a knocking noise from under the mid-point of the vehicle that could get worse with speed. If this occurs please contact your GM dealer to arrange a service appointment as soon as possible

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 <https://my.gm.com/recalls> or via NHTSA's website at <https://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. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.