

Frequently Asked Questions (FAQs) for Safety Recall N192261050 Unexpected Pull To One Side

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) 2014-2018 Chevrolet Silverado
- 2014-2018 GMC Sierra
- 2015-2020 Chevrolet Suburban
- 2015-2020 Chevrolet Tahoe
- 2015-2020 GMC Yukon

These vehicles are equipped with the 5.3 L engine (RPO L83), a 3.08 ratio rear axle (RPO GU4), and 4-wheel drive.

Q2) What is the issue or condition?

- A2) If a wheel-speed sensor fails in these vehicles, a software error in the vehicle's electronic-brake control module (EBCM) can cause the vehicle's driveline-protection system to activate when (i) the vehicle's electronic transfer case is set to four-wheel drive or automatic mode, and (ii) the vehicle is driven between the speeds of 41 and 60 MPH. If the driveline-protection system activates, the driver will experience unintended braking on the wheel on the opposite side of the failed sensor.

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

- A3) If a wheel-speed sensor fails, the vehicle's Electronic Stability Control (ESC) and Anti-Lock Braking System (ABS) malfunction indicator warning lamps will illuminate and the vehicle's driver information center will display a "Service StabiliTrak" message. If these vehicles are driven in this condition while in four-wheel drive or automatic mode at 41-60 MPH, unintended braking on one wheel can occur, causing the vehicle to pull to one side, increasing the risk of a crash.

Q4) What is the remedy/repair?

- A4) Dealers will reprogram the electronic brake control module (EBCM).

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

- A5) Unintended braking on one wheel can occur, causing the vehicle to pull to one side, increasing the risk of a crash. Owners can eliminate this risk by operating the vehicle in two-wheel-drive mode until the recall repair is performed.

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) This is a phased launch. Software is now available for model year 2019-2020 Chevrolet Suburban, Chevrolet Tahoe, and GMC Yukon. We anticipate software availability for 2014 – 2018 model year Chevrolet Silverado and GMC Sierra 1500 vehicles, and 2015 – 2018 model year Chevrolet Suburban, Chevrolet Tahoe, and GMC Yukon vehicles in the very near future.

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Unexpected Pull To One Side**

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. Owners can eliminate this risk by operating the vehicle in two-wheel-drive mode until the recall repair is performed.

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/>.

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.