

Frequently Asked Questions (FAQs) for Safety Recall N192283991
High Pressure Fuel Pump 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) Certain 2020 model year Cadillac Escalade and Escalade ESV; Chevrolet Camaro, Silverado 1500, Suburban, and Tahoe; and GMC Sierra 1500, Yukon, and Yukon XL vehicles.

Q2) What is the issue or condition?

A2) The supplier of fuel pumps for these vehicles may have failed to install a component that regulates pressure within the pump. This can result in over pressurization leading to a crack in certain welds in the pump. If the welds crack, fuel could leak from the pump. Owners may notice a fuel odor or fuel spilled on the ground. If leaked fuel encounters a potential ignition source, a fire could occur.

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

A3) Owners may notice a fuel odor or fuel spilled on the ground.

Q4) What is the remedy/repair?

A4) Dealers will replace the high pressure fuel pump.

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 repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, the remedy/repair is available now, please see the attached bulletin for details.

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 <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.