

Frequently Asked Questions (FAQs) for NonCompliance Recall N192268090
Brake System Malfunction Warning

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 2019 model year Cadillac CT6, Chevrolet Silverado 1500, and GMC Sierra 1500 vehicles.

Q2) What is the issue or condition?

A2) Certain vehicles may fail to conform to S5.3 of Federal Motor Vehicle Safety Standard (FMVSS) No. 126, "Electronic stability control systems for light vehicles" and S5.1 of FMVSS 135, "Light vehicle brake systems." In these vehicles, a software error can, in rare cases, disable the vehicle's electronic stability control (ESC) and antilock brake system (ABS) systems for a single ignition cycle. If this specific error occurs, the vehicle's diagnostics will not illuminate the vehicle's ESC and ABS telltale lamps, as required by S5.3 of FMVSS 126 and S5.1 of FMVSS 135.

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

A3) None.

Q4) What is the remedy/repair?

A4) Dealers will reprogram the brake system control module.

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

A5) If the driver is unaware that ESC and ABS are not functioning, there may be increased risk of a crash.

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) 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

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