

## **Frequently Asked Questions (FAQs) for Safety Recall N202303140 Brake Line Routing**

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) 2019 Chevrolet Low Cab Forward 4500

**Q2) What is the issue or condition?**

A2) In some of the affected vehicles, the brake line clip(s) for the rear driver side brake line (which is routed inside the passenger side frame rail) may have been incorrectly installed, potentially allowing the brake line to make contact with a grounding bolt. Repeated contact with the bolt could compromise the rear driver side brake line, leading to a loss of brake fluid and resulting in a drop in the hydraulic brake pressure and a reduction or loss of the rear driver side braking performance. All of the remaining brakes (front, passenger side rear and parking brake) will continue to operate normally.

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

A3) If the rear driver side brake line is compromised, the vehicle may leak brake fluid and the brake malfunction light will illuminate if the brake fluid decreases below minimum specifications.

**Q4) What is the remedy/repair?**

A4) Dealers will inspect the brake line mounting clips of affected vehicles in their inventory (if applicable) to determine if the brake line clip(s) were installed correctly per the inspection procedure provided in this bulletin. This service will be performed free of charge. If the clips are not installed correctly, the brake line will have to be replaced when parts become available and an updated version of this bulletin is issued. In the meantime, all vehicles that require brake line replacement must remain in dealer inventory until the revised (updated) campaign bulletin is released and the campaign brake line replacement procedures are performed.

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

A5) If the rear driver side brake fails, the braking performance of the vehicle can be reduced, increasing the 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) An inspection is provided in the bulletin for the interim; the repair is not available at this time for those vehicles that fail inspection.

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**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 not included on Medium Duty Vehicles.