

# Product Safety Recall

## N202314760 Obstructed Fuel Flow to Engine



Release Date: November 2020

Revision: 00

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2020	2020	F48 and F46	All Wheel Drive
Cadillac	XT5				
	XT6				
Chevrolet	Traverse				
GMC	Acadia				

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 model year Buick Enclave, Cadillac XT5, Cadillac XT6, Chevrolet Traverse, and GMC Acadia vehicles. The fuel pump assemblies in these vehicles may have been produced with burrs inside the mixing tube that could prevent the transfer of fuel from the secondary side of the fuel tank to the primary side, which could obstruct fuel flow to the engine. At low fuel levels, the engine may not receive adequate fuel and the vehicle may unexpectedly stall. A vehicle stall without warning could increase the risk of a crash, especially at high speeds.
<b>Correction</b>	Dealers will replace the fuel pump module.

### Parts

Quantity	Part Name	Part No.
1	Fuel Pump Module Kit	84479081
1	Torque Tube Gasket	84386387
1	Threadlocker	19369733 (US) 10953488 (CA) Obtain Locally (Internationally)
2	Prop Shaft O-Ring Seal	23321677
2	Prop Shaft Retainer Clip	23432713

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which fuel pump to order.

Due to the small number of vehicles involved, (3,041), and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the fuel pump.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105334	Fuel Pump Module Replacement	2.1	ZFAT	N/A
9105378	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*
9105379	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	**

Note: To avoid having to “H” route the Floor Plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

# Product Safety Recall

## N202314760 Obstructed Fuel Flow to Engine



### Floor Plan Reimbursement – NEW INVENTORY ONLY

\* **USA & Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message October 15, 2020 to the date the repair is completed, and the vehicle is ready for sale (not to exceed 24 days):

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2020 Buick Enclave	\$5.84	\$8.21
2020 Cadillac XT5	\$6.63	N/A
2020 Cadillac XT6	\$7.36	N/A
2020 Chevrolet Traverse	\$4.81	N/A
2020 GMC Acadia	\$5.22	N/A

### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Important: The WCAP ZSET transaction labor code, 9800056, provided in the dealer message sent on November 2, 2020, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\* **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order October 15, 2020 to the date the inspection or repair closed the recall bulletin. (not to exceed 24 days).

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
2020 Buick Enclave	\$4.96	\$16.57
2020 Cadillac XT5	\$5.63	\$15.72
2020 Cadillac XT6	\$6.26	\$17.75
2020 Chevrolet Traverse	\$4.09	\$16.75
2020 GMC Acadia	\$4.44	\$14.17

### Service Procedure

Replace the Fuel Tank Fuel Pump Module. Refer to *Fuel Tank Fuel Pump Module Replacement* in SI.

### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

# Product Safety Recall

## N202314760 Obstructed Fuel Flow to Engine



Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**



# IMPORTANT SAFETY RECALL

November 2020

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 model year Buick Enclave, Cadillac XT5, Cadillac XT6, Chevrolet Traverse, and GMC Acadia vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall N202314760.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The fuel pump assemblies in these vehicles may have been produced with burrs inside the mixing tube that could prevent the transfer of fuel from the secondary side of the fuel tank to the primary side, which could obstruct fuel flow to the engine. At low fuel levels, the engine may not receive adequate fuel and the vehicle may unexpectedly stall. A vehicle stall without warning could increase the risk of a crash, especially at high speeds.

### What will we do?

Your GM dealer will replace the fuel pump module. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 2 hours and 10 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V639.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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Maryann L. Combs  
Vice President  
Global Vehicle Safety

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