

Frequently Asked Questions (FAQs) for Safety Recall A202307262 Loss of Brake Assist

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) 2020 & 2021 model year Buick Encore GX, and 2020 model year Cadillac XT4 vehicles.

Q2) What is the issue or condition?

A2) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 & 2021 model year Buick Encore GX, and 2020 Cadillac XT4 vehicles. Material used in a sensor connection in the electronic brake boost system in these vehicles may have been contaminated during the material supplier's production process. Contamination of this material may cause an interruption of communication between the sensor and the brake boost system under certain conditions.

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

A3) If electronic brake boost assist is lost, a warning light and message may appear in the instrument panel and vehicle speed may be limited.

Q4) What is the remedy/repair?

A4) Dealers will replace the electronic brake boost module.

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

A5) If communication with the sensor is interrupted, electronic brake boost assist could be lost. Extra pedal force will be required to slow and stop the vehicle, increasing the risk of a crash.

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, dealers can begin repairing vehicles.

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.