

Frequently Asked Questions (FAQs) for Safety Recall N202314760 Obstructed Fuel Flow to Engine

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 Buick Enclave, Chevrolet Traverse, Cadillac XT5, XT6, GMC Acadia

Q2) What is the issue or condition?

A2) 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.

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

A3) At low fuel levels, the engine may not receive adequate fuel and the vehicle may unexpectedly stall.

Q4) What is the remedy/repair?

A4) Dealers will replace the fuel pump module.

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

A5) A vehicle stall without warning could increase the risk of a crash, especially at high speeds.

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) No, when a sufficient quantity of parts are available, the recall bulletin will be released, and 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.