

Frequently Asked Questions (FAQs) for Safety Recall N202313440-01 Transmission Accumulator Bolts Missing

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) 2018 Chevrolet Malibu, 2018 – 2019 Buick LaCrosse, 2018 – 2019 Chevrolet Cruze, 2018 – 2020 Chevrolet Equinox, 2018 – 2020 Chevrolet Traverse, 2018 – 2020 GMC Terrain, 2019 – 2020 Buick Enclave, 2019 – 2020 Buick Encore, 2019 – 2020 Cadillac XT4, 2019 – 2020 Chevrolet Blazer, 2019 – 2020 GMC Acadia, and 2020 Cadillac XT6.

Q2) What is the issue or condition?

A2) General Motors has decided that a defect which relates to motor vehicle safety exists in the affected vehicles identified above. These vehicles are equipped with a start-stop accumulator that may have missing bolts.

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

A3) Missing bolts on the start-stop accumulator endcap could result in a transmission oil leak.

Q4) What is the remedy/repair?

A4) Dealers will inspect the start-stop transmission accumulator and replace it if any bolts are missing.

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

A5) Missing bolts on the start-stop accumulator endcap could result in a transmission oil leak and may progress to a loss of propulsion, which could increase the risk of a crash. A transmission oil leak in the presence of an ignition source may increase the risk of fire.

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 recall bulletin has been revised, 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.