

## **Frequently Asked Questions (FAQs) for Safety Recall N222372310 Inadequate Fuel Pump Flow**

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)** General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2021-2022 model year Chevrolet Equinox and GMC Terrain vehicles.

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

**A2)** These vehicles have a condition in which the fuel pump module may not consistently provide sufficient fuel to the engine. If the engine does not receive adequate fuel, the vehicle may stall.

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

**A3)** Drivers may see a check engine light or experience engine hesitation. The vehicle may not start.

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

**A4)** Dealers will replace the vehicles' fuel pump module.

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

**A5)** A vehicle stall could increase 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)** No, when a remedy is available and/or 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.