

Frequently Asked Questions (FAQs) for Safety Recall N242466950 Potential Brake Line Leak

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 may exist in certain 2013 – 2019 model year Chevrolet Express Cutaway and GMC Savana Cutaway vehicles with optional GM-provided body mounts (RPO BNC).

Q2) What is the issue or condition?

A2) The brake lines in these cutaway vehicles may not meet the recommended clearance to the GM-provided body mounts. If brake lines contact the body mounts, the brake line may experience wear or damage that could lead to a brake fluid leak.

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

A3) Drivers may notice evidence of a fluid leak (i.e., fluid on the ground) before there is a significant reduction in brake performance.

Q4) What is the remedy/repair?

A4) Dealers will inspect and, if necessary, replace the brake lines.

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

A5) A brake fluid leak can result in reduced stopping performance or inoperative service brakes, increasing 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) Yes, please see the attached bulletin for details. This bulletin contains an inspection procedure for both dealer inventory and customer vehicles. Vehicles (both dealer inventory and customer owned) that pass this inspection procedure should be closed using the “Inspect Only – Vehicle Passed Inspection (No Further Action Required)” labor code 9107636.

Vehicles that passed the inspection due to prior repair but will require future line replacement can be delivered and the recall will remain open until the line is replaced in the future. Please submit under labor code 9106731 “Inspect Only – Vehicle Passed Due to Prior Repair but Will Require Future Line Replacement – claim submission will not close field action”.

Vehicles in dealer inventory: Vehicles in dealer inventory that do not pass the inspection procedure contained in this bulletin **cannot be sold or delivered** to the customer. When the required parts become available, a revision will be made to this bulletin, at which time those vehicles can be repaired, closed, and delivered.

Customer-owned vehicles: If a customer vehicle passes the inspection procedure contained in this bulletin, the customer should be advised that their vehicle has passed and there is no need to return their vehicle to the dealership for service under this recall. If the vehicle does not pass the inspection procedure, advise the customer that GM is

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working to obtain the parts necessary to complete the recall repairs and will send the customer a letter when parts are available.

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 recall?

A9) Customers who own a vehicle involved in this recall 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://experience.gm.com/ownercenter/recalls> or via NHTSA's website at <http://www.nhtsa.gov>.

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.