

## **Frequently Asked Questions (FAQs) for Safety Recall N242454440 Momentary Rear Wheel Lock-Up**

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: 2020 – 2022 Chevrolet 1500/2500/3500 and GMC Sierra 1500/2500/3500 and 2021 model year Cadillac Escalade and Escalade ESV, Chevrolet Suburban and Tahoe, and GMC Yukon and Yukon XL vehicles equipped with diesel engines.

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

**A2)** A transmission control valve in some of these vehicles may be susceptible to excess wear over time, resulting in a gradual loss of pressure within the valve that can cause harsh shifting. In rare cases, the rear wheels may experience a momentary lock up.

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

**A3)** Drivers may notice harsh shifting.

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

**A4)** Dealers will install new transmission control module software that will monitor valve performance and detect excess wear approximately 10,000 miles before a wheel lock up condition could occur. Once detected, the transmission will be limited to fifth gear, preventing the possibility of a wheel lock up condition, which occurs in a downshift from eighth gear. A service engine light and reduced propulsion message will also display in the instrument panel.

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

**A5)** If the rear wheels lock-up momentarily while driving, there is increased 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 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?**

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- 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.