

Customer Satisfaction Program

18187 - Brake Pedal BAS Pin Loose / Missing



Reference Number: N182165890

Release Date: June 2018
Revision: 00

Attention: This program is in effect until June 30, 2020

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado LD, HD	2018	2018		
GMC	Sierra LD, HD	2018	2018		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2018 model year Chevrolet Silverado and GMC Sierra vehicles may have been built with a BAS (Brake Apply Sensor) pin that was installed incorrectly which may enable the pin to come loose. If the pin comes loose, the power brake system would function as normal, however Check Engine and TCS (Traction Control System) tell-tales would illuminate and Service Stabilitrac and Service Trailer Braking System messages will be displayed in the driver information center. The vehicle brake lights would not illuminate for the duration of the key cycle. Once the vehicle is turned off, it will not be able to be restarted.
Correction	Inspect and replace the Brake Pedal Assembly, if necessary.

Parts

Quantity	Part Name	Part No.
1	Brake Pedal (Light Duty)	22850740
1	Brake Pedal (Heavy Duty)	22850743

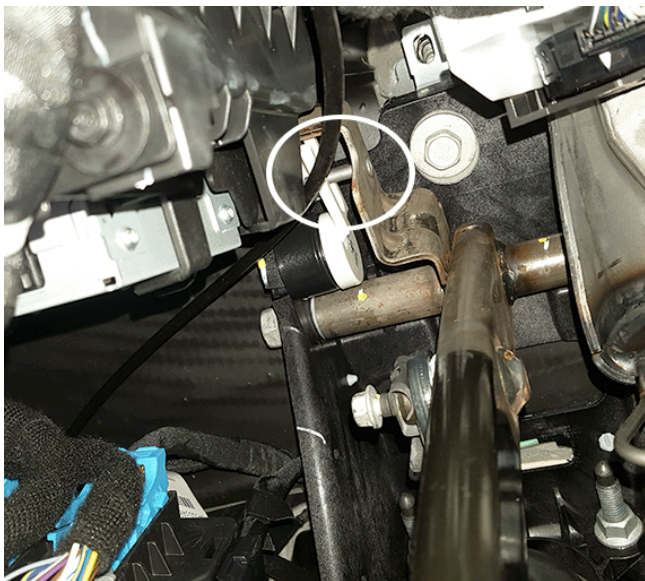
It is estimated that only 2% / 1802 VINs involved vehicles will require parts replaced. Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Brake Pedal to order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103908	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9103909	Brake Pedal Replacement	0.6	ZFAT	N/A

Service Procedure



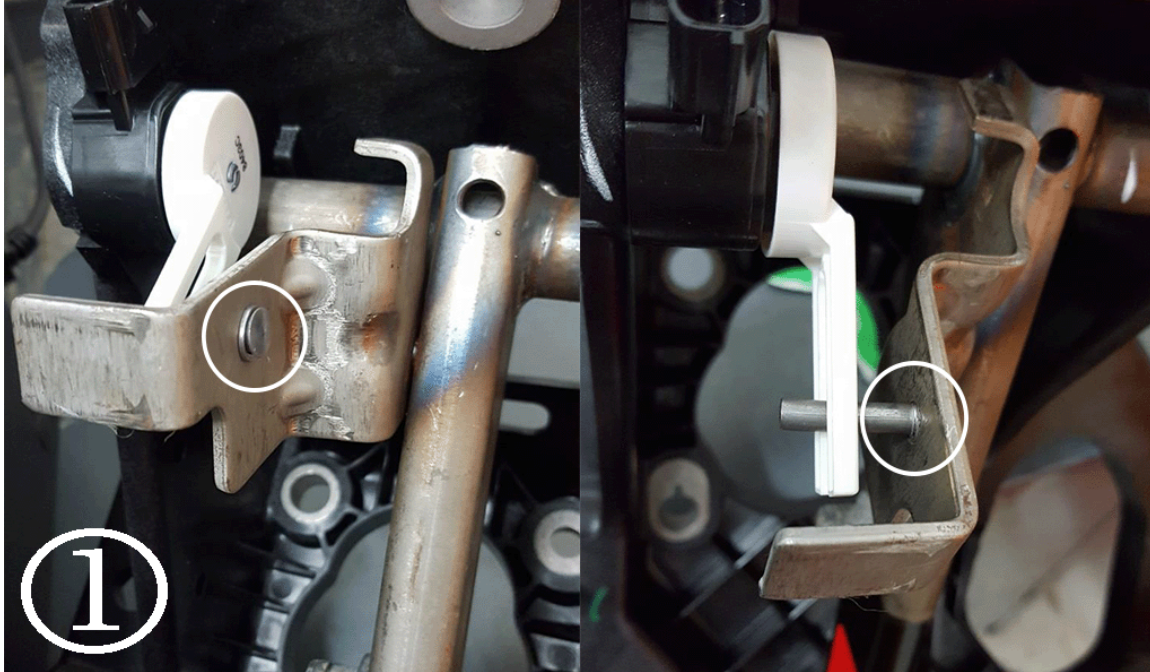
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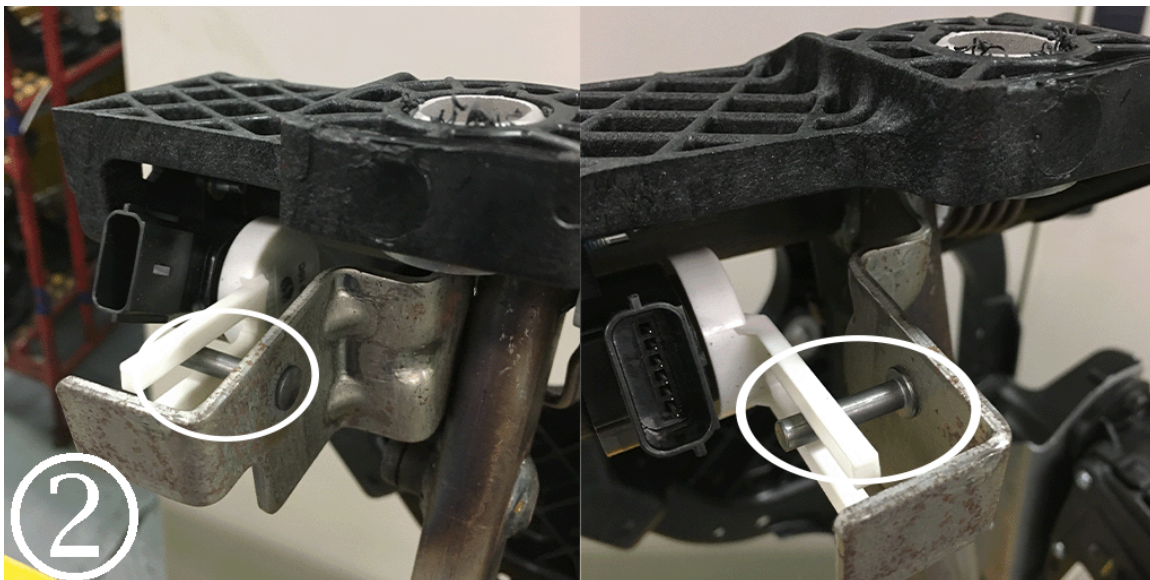


1. Locate the Brake Apply Sensor (BAS) Pin on the Brake Pedal. It is near the top of the pedal, and engages with the Brake Apply Sensor.
2. Inspect the BAS pin to be sure it was installed correctly.



Note: Performing a brake pedal position sensor calibration is required when the brake pedal assembly is replaced. Refer to *Brake Pedal Position Calibration* in SI.

- If the pin (as shown above in 1) has any of the below described conditions, replace the brake pedal. Refer to *Brake Pedal Assembly Replacement (Without JF4)* in SI.
 1. Is loose to the touch.
 2. Appears crooked.
 3. Does not have a shoulder on the side of the bracket facing the sensor.
 4. Appears to have a washer on the side of the bracket opposite the sensor.



- If the pin was correctly installed, it will look as shown above (2). There will be a shoulder visible on the side of the bracket nearest the sensor, and no appearance of a washer on the opposite side.

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Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through June 30, 2020. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through June 30, 2020, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.



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June 2018

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2018 model year Chevrolet Silverado or GMC Sierra vehicles may have been built with a BAS (Brake Apply Sensor) pin that was installed incorrectly which may enable the pin to come loose. If the pin comes loose, the power brake system would function as normal, however Check Engine and TCS (Traction Control System) tell-tales would illuminate and Service Stabilitrac and Service Trailer Braking System messages will be displayed in the driver information center. The vehicle brake lights would not illuminate for the duration of the key cycle. Once the vehicle is turned off, it will not be able to be restarted.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will inspect and replace the Brake Pedal Assembly, if necessary. This service will be performed for you at **no charge until June 30, 2020**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

18187

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4783
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 18, 2018

Subject: 18187 - Customer Satisfaction Program
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Models: 2018 Chevrolet Silverado LD, HD
2018 GMC Sierra LD, HD

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18187 today. The total number of U.S. vehicles involved is approximately 1,486. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on July 3, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 19, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS