

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5013  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 10, 2019

Subject: N182202780 - Special Coverage  
Brake Assist Decreased due to Vacuum Loss

Models: 2014 – 2017 Cadillac Escalade, Escalade ESV  
2014 – 2017 Chevrolet Silverado, Suburban, Tahoe  
2014 – 2017 GMC Sierra, Yukon, Yukon XL

To: All General Motors Dealers

General Motors is releasing Special Coverage N182202780 today. The total number of U.S. vehicles involved is approximately 3,357,584. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on April 10, 2019.

**Global Warranty Management (GWM)**

The Applicable Warranties Section of the Investigate Vehicle History (IVH) screen in the GWM system will be updated April 10, 2019. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS

# Special Coverage Adjustment

## N182202780 Brake Assist Decreased Due to Vacuum Loss



Release Date: April 2019

Revision: 00

**Attention:** Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 6.1.3 - Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this program but may be displaying the same condition.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2014	2017		
Cadillac	Escalade ESV				
Chevrolet	Silverado LD				
Chevrolet	Suburban				
Chevrolet	Tahoe				
GMC	Sierra LD				
GMC	Yukon				
GMC	Yukon XL				

Involved vehicles are identified on the Applicable Warranties section 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.

<b>Condition</b>	In some circumstances, some 2014-2017 model year Cadillac Escalade, Chevrolet Silverado, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra, and GMC Yukon vehicles may have a condition where customers may experience increased brake pedal effort, hard brake pedal, and/or potentially increased stopping distance. The condition is more prevalent at low speed when softly applying the brakes. The engine mounted mechanical vacuum pump output may decrease over time decreasing the amount of vacuum/power brake assist. Failure to follow recommended oil change intervals could contribute to this condition. The Driver's Information Center, (DIC) "Service brake assist" alert will activate 2-5 minutes after the vacuum level drops, and a Diagnostic Trouble Code, (DTC) will also be set. Even where this condition occurs, the hydraulic brake system remains functional but may require additional pedal force. <b>Please understand that even if the vehicle exhibits this condition, it meets all federal motor vehicle safety standards for brake performance.</b>
<b>Special Coverage Adjustment</b>	This special coverage covers the condition described above for a period of 6 years or 72,000 miles (116,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.  For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after April 10, 2019 for US, (April 11, 2019 for Canada), are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to April 10, 2019 for US, (April 11, 2019 for Canada), must be submitted to the Service Contract provider. Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i>
<b>Correction</b>	Dealers are to replace the vacuum pump and vacuum pump belt. The repairs will be made at <b>no charge</b> to the customer.

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### Parts

Quantity	Part Name	Part No.
1	Vacuum Pump Assembly	12669488
1	Belt Kit	12658179

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which vacuum pump and belt kit to order.

**Important: Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900535	Diagnostic Time Only – No Repair Required	0.1-1.0	ZREG	N/A
9900536	Vacuum Pump Replacement Add: Diagnostic Time	1.3 0.1-1.0	ZREG	N/A
9900537	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900538	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

\* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

### Service Procedure

- Perform the *Brake System Vacuum Source Test* from SI.
  - If low vacuum is NOT found, no further action is required under the scope of this special coverage. Inform the customer that any further diagnostics will need to be covered under warranty, customer pay, or goodwill.
  - If low vacuum is found and the root cause is NOT the vacuum pump, claim diagnostic time under this special coverage and inform the customer that the repair will need to be covered under warranty, customer pay, or goodwill.
  - If low vacuum is found, and the root cause is traced back to the vacuum pump via the diagnostics in *Brake System Vacuum Source Test* in SI, proceed to step 2.
- Replace the vacuum pump and vacuum pump belt. Refer to *Vacuum Pump Replacement* in SI.

### 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

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by June 30, 2020. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

# Special Coverage Adjustment

## N182202780 Brake Assist Decreased Due to Vacuum Loss



April 2019

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

As the owner of a 2014 – 2017 model year GM vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2014 – 2017 model year GM vehicles may have a condition where customers may experience increased brake pedal effort, hard brake pedal, and/or potentially increased stopping distance. The condition is more prevalent at low speed when softly applying the brakes. The engine mounted mechanical vacuum pump output may decrease over time decreasing the amount of vacuum/power brake assist. Failure to follow recommended oil change intervals could contribute to this condition. The Driver's Information Center, (DIC) "Service brake assist" alert will activate 2-5 minutes after the vacuum level drops, and a Diagnostic Trouble Code, (DTC) will also be set. Even where this condition occurs, the hydraulic brake system remains functional but may require additional pedal force. **Please understand that even if your vehicle exhibits this condition, it meets all federal motor vehicle safety standards for brake performance.**

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing you with the additional special coverage outlined in this letter for the condition described above in the interests of customer satisfaction. If this condition occurs on your 2014 – 2017 model year GM vehicle within 6 years of the date your vehicle was originally placed in service or 72,000 miles (116,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by June 30, 2020, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

## Special Coverage Adjustment

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If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

Enclosure  
N182202780