

Frequently Asked Questions (FAQs) for Safety Recall N192268490
Increased Brake Pedal Effort

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 2014-2018 model year Cadillac Escalade, Chevrolet Silverado, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra, and GMC Yukon vehicles.

Q2) What is the issue or condition?

A2) In some circumstances, these vehicles may have a condition in which the engine-mounted mechanical vacuum pump output may decrease over time, decreasing the amount of vacuum/power brake assist.

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

A3) The driver may feel vibration in the brake pedal or a change in the amount of pressure required to depress the brake pedal. The operator and persons inside the vehicle may hear a ticking noise coming from the engine compartment or activation of the secondary hydraulic brake assist system. In addition, a "Service Brake Assist" message will appear in the Driver Information Center within two to five minutes of vacuum level less than 10 kPA.

Q4) What is the remedy/repair?

A4) Dealers will reprogram the Electronic Brake Control Module in these vehicles with a new calibration that will improve how the system utilizes the hydraulic brake boost assist function when vacuum assist is depleted.

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

A5) If the vacuum level drops, customers may experience increased brake pedal effort, hard brake pedal, and/or potentially increased stopping distance. The Driver's Information Centre (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. The condition is more prevalent at low speed when softly applying the brakes. At all times, the brakes remain functional and exceed the requirements of S7.11 of Federal Motor Vehicle Safety Standard (FMVSS) No. 135, "Light Vehicle Brake Systems." Yes, the vehicle is safe to drive.

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, the remedy/repair is available now, please see the attached bulletin for details.

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.

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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.