

Frequently Asked Questions (FAQs) for Safety Recall N192270920 Incorrect Brake Caliper Seal Lubricant

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) 2020 Chevrolet Equinox.

Q2) What is the issue or condition?

A2) Brake calipers manufactured by ZF for use in these subject vehicles were produced using an incorrectly labeled assembly fluid. The incorrectly labeled assembly lubricant is incompatible with rubber seals in the brake calipers, which could lead to seals swelling and a reduction of clearance in the seal groove.

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

A3) The customer may get a "low fluid warning" light and notice increased brake pedal travel if fluid leaks at the seal. If brake drag is significant, a customer may notice smoke at the rear brakes.

Q4) What is the remedy/repair?

A4) Dealers will replace the rear brake calipers, including the brake hose gasket, brake fluid, and wheel to hub lubricant.

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

A5) Brake calipers that were exposed to the incorrectly labeled assembly fluid in production may develop a leak, which could eventually result in reduced braking function or drag, which could potentially lead to the overheating of the brake pads, 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, 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.

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.