

Frequently Asked Questions (FAQs) for NonCompliance Recall N192268091 Brake System Malfunction Warning

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) Certain 2019 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles.

Q2) What is the issue or condition?

A2) Certain vehicles may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 126, "Electronic stability control systems for light vehicles" and FMVSS 135, "Light vehicle brake systems." While receiving service at a GM dealership for an unrelated condition, these vehicles may have received the pre-launch version of the electronic brake control module (EBCM) software intended as the remedy in NHTSA Recall 19V889. This pre-launch EBCM software contains an error. If (i) the vehicle is started remotely using the Onstar mobile app or (ii) the driver enters the vehicle and waits five or more minutes before starting the vehicle using the ignition, this software error can, in rare cases, disable the vehicle's electronic brake assist and illuminate the ESC, ABS and BRAKE telltales.

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

A3) The vehicle will illuminate multiple telltale lamps, including the antilock brake, brake, and electronic stability control warning lamps, and the vehicle's driver information center will display multiple warnings to the driver, including the "Service Brake Assist," "Service ESC," and "Brake System Failure" warnings. This condition can only occur at vehicle ignition while the vehicle is stationary.

Q4) What is the remedy/repair?

A4) Dealers will reprogram the electronic brake control module.

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

A5) NHTSA Recall 19V889 involved a software error that could cause the vehicle's ESC and ABS telltale lamps to fail to illuminate in certain circumstances. If a driver were unaware that ESC and ABS were not functioning, there may be 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) Yes, the remedy/repair is available now, please see the attached bulletin for details.

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Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If the vehicle is functioning normally, until the recall is performed Do NOT remote start the vehicle with your “My Brand” App.

If the customer claims at vehicle start (ignition on) that they see multiple telltale lamps, including brake, antilock brake, electronic stability control warning lamps, and the vehicle’s driver information center displays multiple warnings to the driver, including the “Service Brake Assist,” “Service ESC,” and “Brake System Failure” warnings, they should be advised NOT to drive the vehicle in this condition. This condition can be related to a recent software glitch and new software is available from dealers to remedy this problem. To reset this software fault, the following procedure can be used (this is not a long-term fix for the software, the software fix is available from dealers).

1. Put vehicle in park and turn the ignition to off.
2. Exit vehicle and lock the doors (using the keyfob).
3. Wait 3 minutes.
4. Unlock the doors and start the vehicle using the keyfob or ignition. **Do NOT remote start the vehicle with your “My Brand” App.**
 - Boost assisted brakes should return, the warning lamps and messages should no longer be illuminated except the “Check Engine” light will continue to illuminate with no degradation to the brake system. It will stay illuminated for 3 drive cycles (a drive cycle means you must start the engine).
 - If warnings other than the “Check Engine” light remain illuminated after this procedure is complete, the vehicle should NOT be driven. Contact your dealer for assistance.

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.