

Frequently Asked Questions (FAQs) for NonCompliance Recall N202305070

Warning Lamp May Not Indicate ABS Malfunction

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 2019-2020 model year Chevrolet Medium Duty 4500HD/5500HD/6500HD vehicles.

Q2) What is the issue or condition?

A2) These vehicles fail to conform to S5.3.1(c) of Federal Motor Vehicle Safety Standard (FMVSS) No. 105, "Hydraulic and electric brake systems." If the vehicle's body control module (BCM) loses communication with the vehicle's electronic brake control module (EBCM), the vehicle's antilock brake system (ABS) malfunction indicator lamp (MIL) will not illuminate as required by FMVSS 105.

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

A3) If the vehicle's BCM loses communication with the EBCM, the vehicle's service-engine-soon MIL will illuminate.

Q4) What is the remedy/repair?

A4) Dealers will update the software calibration for the body control module (BCM).

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

A5) If an owner is unaware that the ABS system is not functioning properly, the owner may not have it serviced, 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.