

Frequently Asked Questions (FAQs) for Safety Recall N232396500 ABS Module Reprogramming

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) 2022-2023 model year Chevrolet Low Cab Forward 5500HD/XD Medium Duty vehicles with 200 inch or 212 inch wheelbase.

Q2) What is the issue or condition?

A2) For these vehicles, the ADAS (Advanced Driver Assistance Systems) camera and ABS (Antilock Brake System) module were not calibrated according to the correct wheelbase. Therefore, when driving in a curve certain ADAS features and the ESC (Electronic Stability Control) system working together with the ABS module may not function properly.

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

A3) None

Q4) What is the remedy/repair?

A4) Dealers will recalibrate the ABS module so the ESC system will function properly with the affected vehicles' wheelbases.

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

A5) If the ABS module is not calibrated to the correct wheelbase option, one or more of the following events could occur – in each case, increasing the risk of a crash:

- Automatic Emergency Braking System (AEBS) activation (as well as the AEBS warning light) may be delayed when driving in a curve and therefore the AEBS may then decelerate the vehicle more aggressively when activated.
- Adaptive Cruise Control may reduce following distance by about 8-10 m when driving in a curve.
- ESC may activate in an understeer condition without illuminating brake lights.
- ESC may delay activation in an oversteer condition, increasing potential for an oversteer event to occur.

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, 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

Frequently Asked Questions (FAQs) for Safety Recall N232396500 ABS Module Reprogramming

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.