

## **Frequently Asked Questions (FAQs) for Safety Recall N222368030 Inadequate Fuel Pump Flow**

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 2017-2019 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 trucks with the diesel engine (RPO L5P) and the dual fuel tank (RPO N2N) configuration.

**Q2) What is the issue or condition?**

**A2)** In these vehicles, the rear fuel pump may not transfer adequate fuel to the front tank, which can cause a stall.

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

**A3)** The driver may experience inaccurate or erratic fuel gage readings, engine stumble, a check engine light, and/or slow engine start.

**Q4) What is the remedy/repair?**

**A4)** Dealers will inspect the fuel tank and fuel pump module and replace them if damaged due to this condition. Dealers will add a vent hose to all recalled vehicles' rear tank assembly.

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

**A5)** A vehicle stall could increase 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)** No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**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.