

## **Frequently Asked Questions (FAQs) for NonCompliance Recall N222370090 Increased Stopping Distance During Certain Brake Vacuum Loss Events**

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 2018-2020 model year Buick Regal vehicles.

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

**A2)** Following a partial or full loss of vacuum-brake assist pressure, these vehicles may exceed the stopping-distance requirements in S7.11 of FMVSS 135.

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

**A3)** In the event of a partial or full loss of vacuum-brake assist, the vehicle may display a message in the Driver Information Center, a malfunction warning light may illuminate, and the driver may notice increased pedal resistance.

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

**A4)** Dealers will reflash the software in the electronic brake control module (EBCM).

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

**A5)** If the vehicle's vacuum-power brake assist partially or fully fails, braking events may require additional stopping distance, depending on the brake-pedal force applied by the driver. Increased stopping distances 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 becomes 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.