

**Frequently Asked Questions (FAQs) for Safety Recall 18365
Sensing & Diagnostic Module (SDM) Shipped in Manufacturing Mode**

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) 2019 Buick Encore, 2019 Chevrolet Spark, 2019 Chevrolet TRAX, 2019 Chevrolet Traverse. The total US population is 12 vehicles.

Q2) What is the issue or condition?

A2) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2019 Buick Encore, Chevrolet Spark, Chevrolet Traverse, and Chevrolet Trax vehicles. In a small number of these vehicles, the sensing diagnostic module (SDM) may have been left in “manufacturing mode” and not activated at the assembly plant prior to shipment.

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

A3) This condition can be identified by the airbag/supplemental inflatable restraint malfunction indicator lamp on the instrument panel, which will illuminate and remain illuminated (solid or flashing) after the vehicle is turned on.

Q4) What is the remedy/repair?

A4) Dealers will reprogram the SDM module to the correct mode.

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

A5) If the SDM is in manufacturing mode, the vehicle’s airbags will not deploy in a crash, increasing the risk of occupant injury. Most other SDM functions, such as seatbelt reminder, event data recording and post collision notification, will also be inactive.

Q6) Does the customer have to pay for this remedy/repair?

A6) This repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, this inspection/repair will be done at no cost to the customer.

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

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with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.