

## **Frequently Asked Questions (FAQs) for Safety Recall N252494000 L87 Engine Loss of Propulsion**

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 may exist in certain 2021 – 2024 model year Cadillac Escalade and Escalade ESV, Chevrolet Silverado 1500, Suburban, and Tahoe, and GMC Sierra 1500, Yukon, and Yukon XL vehicles equipped with the 6.2L V8 gas engine (RPO L87).

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

**A2)** The connecting rod and/or crankshaft engine components in these vehicles may have manufacturing defects that can lead to engine damage and engine failure.

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

**A3)** Drivers may be alerted to the condition prior to failure from: (a) knocking, banging, or other unusual engine noises; (b) illumination of the check engine light; and/or (c) engine-performance issues, including hesitation, high RPMs, abnormal shifting, reduced propulsion, or a no-start condition.

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

**A4)** Dealers will inspect and, as necessary, replace the engine. Vehicles that pass inspection will be provided a higher viscosity oil, which will also require a new oil fill cap, an oil filter replacement, and an owner's manual insert.

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

**A5)** Drivers may be alerted to an issue with their engine prior to failure either from knocking, banging, or other unusual engine noises or from illumination of the check engine light, or both. Drivers may also experience a no-start condition or notice engine hesitation, high RPMs, abnormal shifting or reduced propulsion prior to engine failure. The condition has no impact on braking operation and does not cause an abrupt vehicle stop, allowing the driver to coast down and maneuver safely to the side of the road. If the engine fails during vehicle operation, the vehicle will lose propulsion, 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)** This is a phased launch. GM has limited parts available. Certain VINs will be marked "Open" in this initial phase. Remaining VINs will be marked Incomplete Remedy Not Available. Please verify the VIN is in "Open" status by checking IVH prior to ordering any parts. IVH is the best source for individual VIN inquiries.

**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.

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**Q9) How can customers check to see if their vehicle is involved in this recall?**

**A9)** Customers who own a vehicle involved in this recall 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 [gm.com/service](http://gm.com/service) or via NHTSA's website at <http://www.nhtsa.gov>.

**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.

**Q11) Why aren't some 2021 and 2024 model year vehicles involved in this recall?**

**A11)** These vehicles contain engines that are not at elevated risk of engine damage.

**Q12) Who do we refer media requests to?**

**A12)** Refer any media requests to General Motors communications.