

## **Frequently Asked Questions (FAQs) for Safety Recall N192209550 Insufficient Weld on Rear Right Seatback**

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 2019 model year 2019 Chevrolet Equinox and 2019 GMC Terrain vehicles.

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

A2) These vehicles may have insufficient welds on the head-restraint bracket of the rear right seat.

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

A3) None.

**Q4) What is the repair?**

A4) Dealers will replace the rear-right seatback frame.

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

A5) Insufficient welds at the head-restraint bracket may degrade management of occupant loads in a crash, increasing the risk of injury in a crash for occupants seated in the rear right position.

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

A6) No, this remedy/repair will be done at no cost to the customer.

**Q7) Is the remedy/repair available now?**

A7) Yes, this remedy/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 with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.