

Frequently Asked Questions (FAQs) for Safety Recall A192261870

Lower Control Arm Weld

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) 2015 – 2018 Chevrolet Trax vehicles. This is a population extension to an earlier recall campaign (A182202370). NHTSA requested that GM handle this extension as a new field action.

Q2) What is the issue or condition?

A2) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015-2018 model year Chevrolet Trax vehicles. In some of these vehicles, a joint in one or both front lower-control arms may have been improperly welded. Over time and in rare cases, an improperly welded joint can fatigue and break, causing the lower-control arm to partially separate from the vehicle.

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

A3) If the lower-control arm partially separates, you may hear a loud noise and the tire may rub against the wheel well. You may not experience any warning signs before a partial separation occurs. But this condition is extremely rare and GM is not aware of any vehicle crashes that are attributable to this condition.

Q4) What is the remedy/repair?

A4) Dealers will inspect left and right lower-control arms and replace the front lower-control arm assembly if necessary.

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

A5) If a lower-control arm partially separates from the vehicle, the front wheel attached to the control arm will toe outward, adversely affecting the vehicle's steering and potentially causing the tire to rub against the wheel well, 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) Yes.

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/>.

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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.