

Frequently Asked Questions (FAQs) for Safety Recall N202314870 Drive Shaft Weld Separation

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 – 2020 Chevrolet Silverado 1500, 2020 Chevrolet Silverado 2500 and 2019 - 2020 GMC Sierra 1500.

Q2) What is the issue or condition?

A2) These vehicles may contain a drive shaft with a joint that was improperly welded by the supplier during assembly. If this joint was improperly welded, the drive shaft may separate under load.

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

A3) None.

Q4) What is the remedy/repair?

A4) Dealers will replace the drive shaft.

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

A5) If the drive shaft separates while driving, the vehicle may experience loss of 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) Yes, the remedy/repair is available now, please see the attached bulletin for details

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.