

Frequently Asked Questions (FAQs) for Safety Recall N202312720 Front Seat Attachment Bolts Loose

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) 2021 model year Chevrolet Suburban, Tahoe and GMC Yukon and Yukon XL

Q2) What is the issue or condition?

A2) General Motors has decided that a defect which relates to motor vehicle safety may exist in the affected vehicles above. Vehicles in the subject population were taken off-line during the general assembly process for a repair involving removal of a front seat. The attachment bolts of one or both front seats may not have been properly reinstalled after the repair was completed.

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

A3) Occupants may feel the seat move during braking.

Q4) What is the remedy/repair?

A4) Dealers will inspect seat attachments for both front seats and install attachment bolts as needed.

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

A5) If an occupied front seat has loose or missing attachment bolts, it may move during a crash, increasing risk of injury to the seated occupant.

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.