

Frequently Asked Questions (FAQs) for Safety Recall N202321400 Caliper Fracture and Loss of Brake Fluid

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 2020 model year Chevrolet Bolt EV vehicles.

Q2) What is the issue or condition?

A2) These vehicles may have an improperly cast front-left brake caliper that can fracture during a high-pressure braking event. A fracture of the brake caliper can result in a loss of brake fluid in half of the vehicle's braking system and reduced brake performance.

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 inspect the casting lot number on the front left brake caliper and replace if necessary.

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

A5) If the front- left brake caliper fractures and brake fluid is lost, the vehicle may experience reduced brake performance, 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, 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.