

Frequently Asked Questions (FAQs) for Safety Recall N202322230 Seat Belt May Not Be Properly Attached

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) 2020 Chevrolet Bolt EV

Q2) What is the issue or condition?

A2) In these vehicles, the wrong seat-belt bolt may have been used at one or more fastening locations to secure the seat belt to the vehicle.

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 bolts at suspect seat-belt attachment locations.

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

A5) If an incorrect bolt was used, the seat belt may not be properly attached to the vehicle. If a seat belt assembly is not properly attached to the vehicle, the seat belt may not properly restrain an occupant, increasing risk of occupant injury in 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.