

Frequently Asked Questions (FAQs) for Equipment Safety Recall N212345450 Accessory Floor Liner May Cause Unintended Acceleration

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) General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain front driver all-weather floor liners sold as an optional accessory for 2017 – 2021 model year Chevrolet Bolt EV vehicles.

Q2) What is the issue or condition?

A2) In certain vehicles, the driver may be able to push a properly secured liner forward until it can contact or entrap the accelerator pedal when the accelerator pedal is fully depressed.

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

A3) The driver may notice contact between the liner and the accelerator pedal.

Q4) What is the remedy/repair?

A4) Dealers will replace the accessory floor liner.

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

A5) If the liner contacts and entraps the accelerator pedal while driving, it can cause unintended acceleration, increasing the risk of a crash. If this occurs, the driver can apply the vehicle's service brake, which will engage the vehicle's brake-override system and stop the vehicle. Owners should remove the recalled liner from the vehicle until replacement parts are available and retain the recalled liner. When replacement parts are available, owners will receive a letter advising them to visit a GM dealership to swap the recalled floor liner with a replacement liner.

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) Owners should remove the recalled liner from the vehicle until replacement parts are available and retain the recalled liner. When replacement parts are available, owners will receive a letter advising them to visit a GM dealership to swap the recalled floor liner with a replacement liner.

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?

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- 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.