

## **Frequently Asked Questions (FAQs) for NonCompliance Recall N212329320**

### **Second Row Center Seat Belt Latch Inaccessible**

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 2021 Chevrolet Tahoe

**Q2) What is the issue or condition?**

**A2)** General Motors has decided that certain 2021 model year Chevrolet Tahoe vehicles fail to conform, in part, to S7.1.1 of Federal Motor Vehicle Safety Standard (FMVSS) No. 208, "Occupant Crash Protection." The second-row center seat belt latch may be trapped beneath the trim bezel and therefore not accessible by the occupant for use.

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

**A3)** The customer would notice that the center seat belt latch is not accessible through the bezel.

**Q4) What is the remedy/repair?**

**A4)** Dealers will remove the trim bezel for the second-row center seat belt and correctly position the seat belt latch plate before reinstalling the trim bezel.

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

**A5)** An occupant who rides unbelted in the second-row center seating position has an increased risk of injury in a crash. The second-row center seating position should remain unoccupied if the seat belt latch plate is not accessible.

**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.