

## **Frequently Asked Questions (FAQs) for Safety Recall N212340860 Driver Airbag Fastener Missing**

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 2022 Chevrolet Bolt EV and Bolt EUV

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

**A2)** One of the two fasteners that secure the driver frontal airbag to the steering wheel may be missing or improperly torqued.

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

**A3)** The customer may notice the airbag cover is not properly seated.

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

**A4)** Dealers will inspect the driver airbag fasteners, replace any missing fasteners and assure that both fasteners are properly installed. If proper torque can not be achieved, the driver airbag assembly will be replaced.

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

**A5)** If all airbag fasteners are not properly installed, the airbag may not properly deploy, increasing the risk of 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.