

## **Frequently Asked Questions (FAQs) for Safety Recall A212335470-02 Mispositioned Emergency Jack May Not Support Vehicle**

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 2020-2022 model year Buick Encore GX and 2021-2022 model year Chevrolet Trailblazer vehicles.

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

**A2)** These vehicles are equipped with an emergency jack that, if not positioned as directed in the vehicle owner's manual, could fracture and fail to support the vehicle.

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

**A3)** If the jack fractures while under load, the jack could collapse, potentially injuring people near or under the vehicle.

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

**A4)** Dealers will replace the recalled jack with a jack with a different design.

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

**A5)** If the jack fractures while under load, the vehicle could collapse, potentially injuring people near or under the vehicle.

**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 a need arises requiring the use of the emergency jack, do not use the jack until the recall is completed. Instead, GM recommends owners contact the Chevrolet Roadside Assistance Center at 1-800-243-8872 or the Buick Roadside Assistance Center at 1-800-252-1112..

**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.