

## **Frequently Asked Questions (FAQs) for Safety Recall N232413121 Driver Front Airbag Inflator May Rupture**

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 2013 model year Chevrolet Volt vehicles.

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

**A2)** In these vehicles, the front-driver airbag inflator may contain a supplier manufacturing defect that may result in inflator rupture during deployment.

**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 the front driver airbag module and steering wheel.

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

**A5)** In the event of a vehicle crash and the driver air bag is commanded to deploy, the driver airbag inflator may rupture, causing metal fragments to pass through the airbag and into the vehicle interior, which may result in injury or death to vehicle occupants.

**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/>.