

Frequently Asked Questions (FAQs) for Safety Recall N232414720 Steering Gear Shaft Fracture

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 may exist in certain 2024 model year Chevrolet Silverado 2500/3500 and 2024 model year GMC Sierra 2500/3500 vehicles.

Q2) What is the issue or condition?

A2) In these vehicles, the steering gear shaft may contain a supplier manufacturing defect that may result in a fracture of the shaft that attaches to the steering (pitman) arm.

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 inspect the steering gear and replace if necessary.

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

A5) If the steering gear shaft fractures and the steering arm becomes disconnected, the driver will be unable to steer the vehicle, increasing the risk of 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.