

Frequently Asked Questions (FAQs) for Safety Recall N232414710 Instrument Panel Airbag Tear Seam

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 2022-2023 model year Chevrolet Bolt EV vehicles.

Q2) What is the issue or condition?

A2) The instrument panels in these vehicles may have been manufactured without the perforation on the underside of the panel cover that allows the passenger-side airbag to properly deploy.

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 instrument panel.

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

A5) If the perforation is missing, the passenger side airbag may not properly deploy in a crash, increasing the risk of injury.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this 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) Do not occupy the front-passenger seating position until the recall repair is completed.

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.