

Frequently Asked Questions (FAQs) for Safety Recall N232420460 B-Pillar Trim May Interfere with Roof Rail Airbag Deployment

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 2023 - 2024 model year BrightDrop Zevo 600 vehicles equipped with an optional passenger jump seat.

Q2) What is the issue or condition?

A2) These vehicles may have been assembled with an incorrect passenger-side upper B-pillar trim panel. An incorrect panel could interfere with proper deployment of the right-side roof-rail airbag ("RRAB") in certain side-impact crashes.

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 right side B-pillar trim and replace if necessary.

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

A5) In certain side impact crashes in which the RRAB deploys, there is increased risk of injury to an occupant in the passenger seat.

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/>.