

Frequently Asked Questions (FAQs) for Safety Recall N232421971 Seatbelt Pretensioner Recall 22V930 (N222383791) Not Completed

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 2017 – 2020 model year Chevrolet Bolt EV vehicles that were included in GM recall 22V930 (N222383791).

Q2) What is the issue or condition?

A2) The GM dealership that serviced these vehicles in connection with GM recall 22V930 (N222383791) may not have performed the recall remedy procedure.

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 left and right front seatbelt pretensioners and, if necessary, install metal foil at the carpet near the pretensioner exhaust as well as pretensioner covers.

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

A5) If the recall remedy was not performed, and a crash occurs that causes the seatbelt pretensioner to deploy, a fire may develop in the area near the B-pillar, which may increase the risk of injury.

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://experience.gm.com/ownercenter/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.