

## Frequently Asked Questions (FAQs) for Safety Recall N232431480 Front Wheel Hub Bolts May 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 2023 model year Chevrolet Colorado and GMC Canyon vehicles.

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

**A2)** These vehicles may contain one or more front wheel hub bolts that were over-torqued and potentially damaged during installation.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

**A3)** If a damaged bolt loosens, the driver may hear noise or feel vibration from the affected front wheel hub.

**Q4) What is the remedy/repair?**

**A4)** Dealers will replace left and right front wheel hub bolts.

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

**A5)** These bolts may be deformed and may loosen over time. If a bolt breaks during vehicle operation, this could place excessive load on the remaining bolts and lead to partial loss of vehicle control, 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://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.