

Frequently Asked Questions (FAQs) for NonCompliance Recall N2023232021 Incorrect Torsion Bar Built into Front Seat Belt Retractors

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) 2017 – 2018 model year Chevrolet Silverado HD and GMC Sierra HD vehicles.

Q2) What is the issue or condition?

A2) Certain vehicles fail to conform, in part, to Federal Motor Vehicle Safety Standard (FMVSS) No. 209, "Seat Belt Assemblies." The supplier of the driver's and front passenger's seat-belt retractor assemblies in these vehicles built those assemblies with different torsion bars than were used in testing the vehicles for compliance with the seat-belt elongation requirements of Section 4.4(b)(5) of FMVSS 209.

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 affected seat-belt retractor assemblies with one containing the correct torsion bar.

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

A5) The seat belt retractors may not perform as intended in certain frontal crashes, increasing the risk of injury in 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) No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

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.