

Frequently Asked Questions (FAQs) for Safety Recall N202294420 Brake Caliper Bolt Strength

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) Certain 2020 model year Chevrolet Silverado 1500 & GMC Sierra 1500.

Q2) What is the issue or condition?

A2) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 model-year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles. Certain bolts used to attach the front and/or rear brake calipers in these vehicles may not have been heat treated by the supplier. Bolts that are not heat treated may not meet GM specifications for strength or hardness and could break under load.

Q3) What is the remedy/repair?

A3) Dealers will replace the brake caliper bolts.

Q4) What is the safety risk? Is the vehicle safe to drive?

A4) If a non-heat-treated bolt breaks, the affected caliper may fail, potentially causing reduced brake performance or interfering with wheel rotation, increasing the risk of a crash.

Q5) Does the customer have to pay for this remedy/repair?

A5) No, this inspection/repair will be done at no cost to the customer.

Q6) Is the remedy/repair available now?

A6) Yes, the remedy/repair is available now, please see the attached bulletin for details.

Q7) What should customers do until recall repairs can be completed? Are there any special instructions?

A7) If special instructions are provided, they will be included in the notification letters to customers.

Q8) How can customers check to see if their vehicle is involved in this field action?

A8) 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/>.

Q9) If customers are concerned, can they get a rental car or courtesy transportation?

A9) 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.