

## **Frequently Asked Questions (FAQs) for Safety Recall A202298320 Rear Door May Open Unexpectedly**

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 2019 – 2020 model-year Chevrolet Bolt EV vehicles.

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

A2) When the rear window in these vehicles is opened (i.e., cycled down), the window may contact and damage the cable connected to the rear door's inside handle. If, over time, that cable becomes sufficiently damaged by repeated window movement, the rear door may unintentionally open when opening the rear-door window.

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

A3) A damaged cable may also render the rear door's inside handle inoperable.

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

A4) Dealers will replace the inside-door-handle cable in both rear doors.

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

A5) If a rear door opens unexpectedly while driving, it could increase the risk of injury to rear-seat occupants. Until the repair is performed, engaging rear-door child locks will prevent the rear door from unintentionally opening if this condition exists.

**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.