

## **Frequently Asked Questions (FAQs) for Safety Recall N202314670 Front Center Seat Belt Not Secured**

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 – 2021 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles; 2020 – 2021 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles; and certain 2021 model year Chevrolet Suburban, Tahoe, and GMC Yukon XL vehicles.

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

**A2)** In these vehicles, the seat supplier may have failed to secure the seat-belt brackets to the seat frame in the front-row center seating position.

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

**A3)** Occupants may hear a rattle coming from the center seat/console area, or may notice that the front-row center seat belt is loose or detached from the seat frame.

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

**A4)** Dealers will inspect left-side and right-side front-row center seat-belt bracket attachments and reassemble if necessary.

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

**A5)** If a seat-belt bracket is not secured, the seat belt may not properly restrain an occupant in the front-row center seat position, increasing the risk of occupant injury in a crash or high-speed braking event.

**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. Until the repair is performed, the front-row center seat position should NOT be occupied.

**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.