

## **Frequently Asked Questions (FAQs) for Safety Recall N212331000 Axle Shaft May Separate**

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 2021 Chevrolet Camaro

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

**A2)** The axle shaft in these vehicles may be missing a retaining ring, which can allow the axle shaft to separate while driving.

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

**A3)** If the axle shaft separates, the vehicle may lose propulsion.

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

**A4)** Dealers will replace the left or right axle shaft.

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

**A5)** If the axle shaft separates, the vehicle may lose propulsion, increasing the risk of a crash.

**Q6) Does the customer have to pay for this remedy/repair?**

**A6)** No, this 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://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.