

Frequently Asked Questions (FAQs) for Safety Recall N212333380 Rear Passenger Seat Belt Retractor Bolt not Installed

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 2016 – 2021 Chevrolet Malibu and 2019 – 2021 Cadillac XT4 vehicles.

Q2) What is the issue or condition?

A2) In rare cases plant technicians performing a repair during the assembly process may not have installed a fastener required to fully secure a rear seat belt retractor. This condition may exist on the right-hand side of affected Malibu vehicles or either side of affected XT4 vehicles.

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

A3) Occupants may hear a clunking, clicking or rattling noise while driving or when attempting to use the seat belt.

Q4) What is the remedy/repair?

A4) Dealers will check that the rear seat belt retractor fastener is present and properly torqued on the right-side of affected Chevrolet Malibu vehicles and both sides of affected Cadillac XT4 vehicles. Missing or improperly installed fasteners will be replaced and torqued to specification.

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

A5) A seat belt retractor with a missing fastener may not properly restrain an occupant, increasing risk of occupant 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) 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.