

## **Frequently Asked Questions (FAQs) for Safety Recall N222368320 Front Seat Hook Separation**

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)** General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2022 model year Chevrolet Colorado and GMC Canyon vehicles.

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

**A2)** The front passenger seat frames in these vehicles may have a hook attachment that was not properly welded to the inboard track of the frame. If not properly welded, the hook could separate from the seat frame.

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

**A3)** If the hook attachment separates, the seat may rattle and feel loose.

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

**A4)** Dealers will inspect the front passenger seat and replace the cushion frame as necessary.

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

**A5)** Improper welds on the front seat structure could degrade management of occupant loads in certain crashes, which may increase the risk of injury in a crash for occupants seated in the affected front seat.

**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.