

## **Frequently Asked Questions (FAQs) for Safety Recall N222377890 Seat Height-Adjust Pivot Bolt May Be Loose**

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 2022-2023 Chevrolet Equinox and 2022 GMC Terrain vehicles equipped with power driver seats that are not equipped with memory function.

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

**A2)** The driver seats in these vehicles may have a stripped or loose bolt at the seat frame height-adjust pivot.

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

**A3)** Seats with this condition may exhibit squeaks, looseness, or rattles.

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

**A4)** Dealers will inspect driver seats and replace seat cushion frames if necessary.

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

**A5)** If the seat frame height-adjust pivot bolt comes out of the pivot joint, the seat structure may have reduced ability to restrain the occupant in a crash, increasing the risk of injury.

**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)** An inspection is available to determine if a seat cushion frame needs replacement. When a sufficient quantity of parts are available, dealers will be able to 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.