

Frequently Asked Questions (FAQs) for Safety Recall N222388911 Passenger Occupant Sensing

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 a small number of 2023 model year Chevrolet Equinox and GMC Terrain vehicles equipped with ventilated front seats.

Q2) What is the issue or condition?

A2) An Occupant Classification System (the “sensing system”) in these vehicles is designed to disable the front passenger airbag if a small child or child restraint is detected in the seat. The vent assemblies in these seats may be missing certain foam spacers, which under certain conditions may cause the sensing system not to properly disable the airbag.

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

A3) The front passenger airbag “ON/OFF” status indicator will correctly show whether the front passenger airbag is enabled or disabled.

Q4) What is the remedy/repair?

A4) Dealers will replace the passenger presence system which includes the ventilation assembly.

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

A5) If the sensing system is not able to properly identify an occupant in the front passenger seat, the airbag may deploy in a crash when the occupant protection strategy was to disable the airbag, increasing the risk of injury.

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.