

Frequently Asked Questions (FAQs) for Safety Recall N232415910 Rear Suspension Bolt Fracture

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 2023 model year Cadillac Escalade and Escalade ESV; Chevrolet Suburban and Tahoe; and GMC Yukon and Yukon XL vehicles.

Q2) What is the issue or condition?

A2) A bolt in the left and/or right rear-suspension outer-camber control arm assembly in these vehicles may not have been properly heat-treated by the supplier.

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

A3) None

Q4) What is the remedy/repair?

A4) Dealers will replace both rear suspension outer control arm bolts.

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

A5) Over time, an improperly heat-treated bolt may weaken and fracture, which can result in misalignment of the rear wheel, increasing the risk of 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.