

Frequently Asked Questions (FAQs) for Safety Recall N242448540 Right Front Lower Control Link 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 may exist in certain 2024 model year Chevrolet Blazer EV vehicles.

Q2) What is the issue or condition?

A2) The right front lower control link in these vehicles may contain a manufacturing defect that may cause it to fracture.

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 inspect and, if necessary, replace the right front lower control link.

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

A5) If the right front lower control arm fractures completely while in use, a driver may have reduced control of the vehicle, 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. This bulletin contains an inspection procedure for both dealer inventory and customer vehicles. Vehicles (both dealer inventory and customer owned) that pass this inspection procedure should be closed using the "Inspect Only – Vehicle Passed Inspection (No Further Action Required)" labor code 9107569.

Vehicles in dealer inventory: Vehicles in dealer inventory that do not pass the inspection procedure contained in this bulletin **cannot be sold or delivered** to the customer. When the required parts become available, a revision will be made to this bulletin, at which time those vehicles can be repaired, closed, and delivered.

Customer-owned vehicles: If a customer vehicle passes the inspection procedure contained in this bulletin, the customer should be advised that their vehicle has passed and there is no need to return their vehicle to the dealership for service under this recall. If the vehicle does not pass the inspection procedure, advise the customer that GM is working to obtain the parts necessary to complete the recall repairs and will send the customer a letter when parts are available.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

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- 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 recall?**
- A9)** Customers who own a vehicle involved in this recall 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://experience.gm.com/ownercenter/recalls> or via NHTSA's website at <http://www.nhtsa.gov>.
- 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.