

**Safety Recall 13230**  
**Q&A to Assist with Customer Inquiries**

**General Motors is recalling certain 2014 model year Chevrolet Silverado and GMC Sierra crew cabs to replace the passenger air bag that might not fully inflate. Less than 1 percent of the affected parts in the recall may have this condition. Very few vehicles have been sold to customers and GM is calling them to arrange for repairs. Vehicles at dealerships should be repaired before being delivered to customers. There are no known crashes or injuries related to this issue.**

**Q&A**

**Q1. What is the condition being covered?**

A1. The passenger frontal airbag may not inflate as designed due to a welding error in the inflator manufacturing process. This weld error could result in misdirection of some of the gas generated for airbag deployment, resulting in incomplete airbag inflation. If a vehicle crash occurs and the frontal passenger airbag does not fully inflate, the front seat passenger could be at increased risk of injury.

**Q2. How did you discover the condition?**

A2. The air bag supplier came forward and told us.

**Q3. Have there been any reports from the field of fires, crashes or injuries related to this condition?**

A3. No.

**Q4. Is my vehicle safe to drive?**

A4. Yes, but we recommend against using the front passenger seat until the repair is made.

**Q5. How would I know if my vehicle had the issue being covered?**

A5. Customers are being called individually to schedule a repair.

**Q6. When will I be able to get my vehicle repaired and how much will it cost me?**

A6. Customers are being called and will also receive a letter if their vehicle has not been repaired. Repairs will be made at no cost to customers.

**Q7. How can you be sure there are no other trucks that might have this issue?**

A7. Manufacturing data for the parts in question was reviewed. The population was narrowed through traceability of the module and which module went into which vehicle.

**Q8. What part or parts are involved?**

A8. Passenger side air bag

**Q9. Are parts available? If not, when will they be available?**

A9. Parts sufficient for the recall are being produced now. Dealerships will be able to order parts as needed.

**Q10. I am not experiencing the condition or issue that is described, but I don't feel safe driving the vehicle. What should I do?**

A10. There is no issue if your vehicle is not in the recall population.