

Product Safety Recall 28811 - Takata Driver Airbag



Reference Number: N162028811

Release Date: October 2017
Revision: 01

Revision Description: This bulletin has been revised to coincide with the launch of the Takata Air Bag Completion Rate Improvement Program. The program includes a \$25.00 dealer completion bonus and authorization for dealers to provide vehicle owners with courtesy transportation. See GM GlobalConnect message GCUS-9-4734, dated September 28, 2017 for program details. Please discard all copies of bulletin 28811.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Saturn	ASTRA	2008	2009		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2008-2009 model year Saturn ASTRA vehicles. Some driver airbag inflators may experience an alteration over time, which could lead to overaggressive combustion in the event of an air bag deployment. This condition could create excessive internal pressure when the air bag is deployed, which could result in the body of the inflator rupturing upon deployment. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.
Correction	Dealers will replace the driver airbag module on Saturn ASTRA vehicles subject to this recall.

Dealer Completion Bonus – USA Only

General Motors will provide a \$25.00 dealer completion bonus for the performance of the service procedure described in this bulletin. To qualify for the bonus, the repair must be performed at a GM dealership from October 1, 2017 through December 31, 2017 and the used air bag inflator returned as per applicable shipping instructions.

Parts

Quantity	Part Name	Part No.
1	Airbag Assembly – Steering Wheel	39095642

Reminder: Parts may be removed from Retail Inventory Management (RIM) management. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Courtesy Transportation – USA Only

Dealers are authorized to provide alternate transportation to affected vehicle owners while their vehicle is at a GM dealership for performance of this recall between October 1, 2017 and December 31, 2017. This could include one-way or two-way shuttle service, one half-day vehicle rental or one full-day vehicle rental. Maximum courtesy transportation reimbursement is capped at one full-day vehicle rental. The availability of courtesy transportation to these vehicle owners is critical in encouraging them to make their vehicle available as soon as possible for this important safety related repair. When scheduling service appointments, it is imperative that dealers make sure these vehicle owners clearly understand that some form of courtesy transportation is available and will be provided at no charge while their vehicle is being repaired.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102124	Replace the steering wheel airbag module	0.3*	ZFAT	** ***

* Submit a \$20.00 administrative allowance for return of the used front passenger air bag inflator assembly (document preparation and packaging). Add this amount in the appropriate Net Item field when submitting the repair transaction.

** USA Only - In conjunction with the Takata Air Bag Completion Rate Improvement Program, for each repair performed from October 1, 2017 through December 31, 2017, dealers are eligible for a \$25.00 completion bonus. Add this amount in the appropriate Net Item field when submitting the repair transaction.

*** USA Only - In conjunction with the Takata Air Bag Completion Rate Improvement Program, for each repair performed from October 1, 2017 through December 31, 2017, vehicle owners are eligible for courtesy transportation while their vehicle is being repaired. This could include one-way or two-way shuttle service, one half-day vehicle rental or one full-day vehicle rental. Maximum courtesy transportation reimbursement is capped at one full-day vehicle rental. If courtesy transportation is required, add the actual cost in the appropriate Net Item field when submitting the repair transaction. Refer to GM Warranty Administration Bulletin 07-00-89-037 for Courtesy Transportation Program administrative guidelines.

Service Procedure

Important: Do not discard or destroy the box containing the new steering wheel airbag assembly, it will be used to return the vehicle airbag. Shipping Label information will be distributed when it is available. **DO NOT DEPLOY ANY AIRBAG.**

1. Replace the steering wheel airbag module. Refer to *Airbag Steering Wheel Module Replacement* in SI.
2. Package and return the UNDEPLOYED steering wheel airbag assembly.

For USA Only - Follow the packaging and return shipping information provided in the box containing the new steering wheel airbag assembly.

For Canada Only – Please discard the return instructions that are in the box containing the new steering wheel airbag assembly.

SEE CANADA ONLY PACKAGING AND RETURN SHIPPING INSTRUCTIONS AT THE END OF THE BULLETIN.

Dealer Responsibility – For USA

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

March 2017

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2008-2009 model year Saturn ASTRA vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 28811.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

In some vehicles, the driver airbag inflator may experience an alteration over time, which could lead to overaggressive combustion in the event of an air bag deployment. This condition could create excessive internal pressure when the air bag is deployed, which could result in the body of the inflator rupturing upon deployment. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

What will we do?

Your GM dealer will replace the driver airbag module on vehicles subject to this recall. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 35 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Saturn	1-800-972-8876	1-800-833-6000
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V063.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

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CANADA ONLY – Packaging and Return Shipping Information

Shipping/Handling Instructions:

Canadian Dealers: Airbag returns are to be processed through your normal return process.

- Type of Return – Check “12” – Special Products Return.
- Do not return inventory until return tags are received through your PDC.
- Complete a 302C form and ensure that the TDG section is completed correctly.
- At time of returns pickup, provide driver with the 302C form with the airbag(s) properly manifested.
(Driver will not pick up any product without this document filled out and signed.)

PDC contact numbers for YOUR Servicing PDCs:

- Woodstock Service Dealers (519) 421-4728
- Edmonton Service Dealers (780) 451-7019
- Montreal Service Dealers (514) 630-6162
- Vancouver Service Dealers (604) 857-4342

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