



# Recall Bulletin

## PRODUCT SAFETY RECALL

**SUBJECT:** Driver Airbag Abnormal Deployment

**MODELS:** 2016 Chevrolet Colorado, Malibu  
2016 GMC Canyon

This bulletin has been revised to include a copy of the customer notification letter, revise the parts pre-ship date, and to add instructions on where and how to return the original airbag. Use these instructions to return all airbags replaced under this recall. Please discard all copies of bulletin 28030.

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.

Vehicles involved in this recall were placed on stop delivery March 1, 2016. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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.

### CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in **certain** 2016 model year Chevrolet Colorado, Chevrolet Malibu, and GMC Canyon model vehicles. Some of these vehicles have a condition in which the second stage of the driver frontal airbag may not deploy properly in certain high-speed crashes. If the vehicle is involved in a high-speed crash that triggers the second-stage deployment of the driver frontal airbag, the second stage of the inflator may not fill the airbag as completely and as quickly as designed, which could lead to an increased risk of injury to the driver.

### CORRECTION

Dealers are to replace the driver frontal airbag module.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent

directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

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.

## PART INFORMATION

### Parts Pre-Ship Information – For US and Canada

**Note:** An initial supply of airbag assemblies required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment began the week of March 7, 2016 and will conclude the week of April 11, 2016. Pre-shipped parts will be charged to dealer's open parts account.

**For U.S. and Canada:** All orders placed prior to the pre-ship will be cancelled. Additional parts, if required, are to be obtained from GMCC&A. Please refer to your "involved vehicles listing" before ordering parts. **Parts are currently in limited supply.** Order parts on a CSO = Customer Special Order. DRO's will be cancelled. Parts may have quantity limiters in effect. **All orders will be reviewed prior to being filled.** Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

**Note:** Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which airbag to order.

Part Number	Description	Quantity/Vehicle
23245964	Airbag Asm-Strg Whl-Jet Black	1
23245966	Airbag Asm-Strg Whl- Jet Black	1
84002538	Airbag Asm-Strg Whl-Atmosphere	1
84002537	Airbag Asm-Strg Whl- Jet Black	1

**Note:** Do not discard or destroy the box containing the new steering wheel airbag assembly, it will be used to return the vehicle airbag. **DO NOT DEPLOY ANY AIRBAG.**

## SERVICE PROCEDURE

1. Replace the steering wheel airbag. Refer to *Steering Wheel Airbag Replacement* in SI.
2. **DO NOT DEPLOY THE AIRBAG.** Refer to the Airbag Return Instructions section below for return and disposal instructions.

**Note:** The removed steering wheel airbag module **MUST** be defaced on the airbag cover (customer facing side) with a paint pen or permanent marker.

## AIRBAG RETURN INSTRUCTIONS

Use these instructions to return all airbags replaced under this recall.

For vehicles repaired in the continental U.S., return the UNDEPLOYED airbag to the supplier using the instructions below. For vehicles repaired outside of the continental U.S., deploy and discard the airbag. Refer to *Steering Wheel Airbag Replacement* in SI.

## Preparing the airbag for return.

As the shipper, you are responsible for proper packing and document completion. The person signing the document must be trained in hazardous material procedures, and the training records must be on file at your dealership.

**NOTE: If the service packaging received is damaged, please contact via email at: [cavint@keysafetyinc.com](mailto:cavint@keysafetyinc.com) to have a replacement box shipped to your location.**

**You will need to provide the following information in the email:**

- Dealer name, address, telephone number**
- Dealer number**
- Quantity of airbags in your possession to return.**
- Please include in the subject line: Safety Recall # \_\_\_\_\_**

## PACKAGE REFERENCE GUIDE

**Note:** Examples of **Acceptable packaging (1)** are shown on the left side of the graphics below; **Unacceptable packaging (2)** are shown on the right.

Hazardous materials packaging damages can be classified into one or more of the following different types. They include:



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- **Abrasions:** Abrasions result from sliding the package against a rough surface (e.g. concrete floors). Major abrasions (2) are NOT acceptable. Note the flutes are visible.



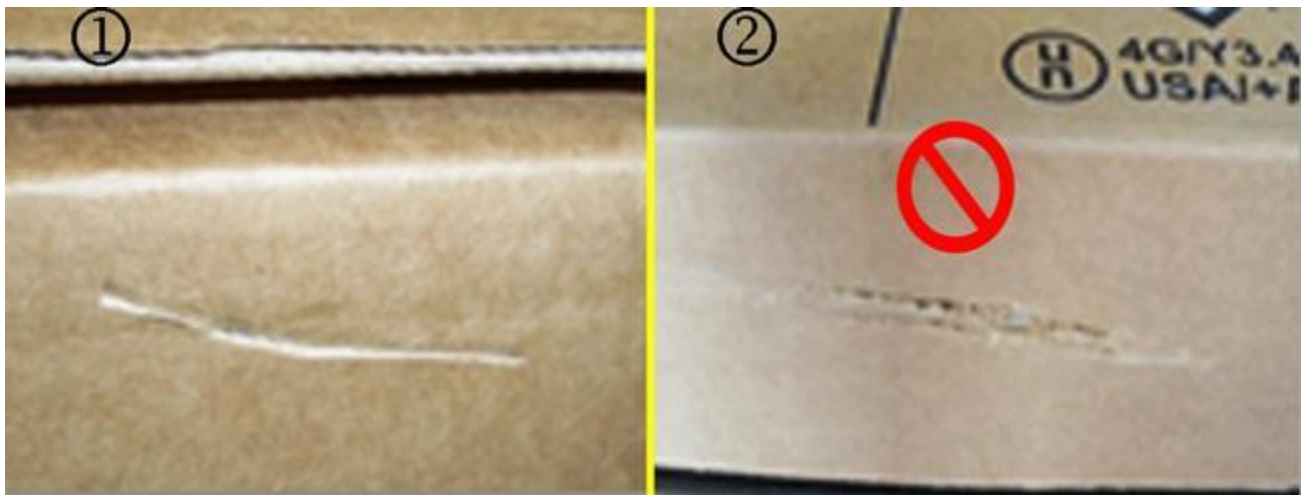
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- **Compressions:** Compressions result from superimposed weights (e.g. stacked too high) or from dropping the packages. Small dimples (1) are acceptable.



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- **Dents:** Minor dents (1) occur through normal handling and picking (e.g. pulling from bin locations) and are acceptable. Major dents (2) result from impacts with others objects (e.g. pallet impacts).



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- **Incisions:** Minor incisions (1) are acceptable. Major incisions (2) (e.g. pallet box cut open with utility knife) are NOT acceptable.



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- **Labeling:** Packages with excessive labeling are NOT acceptable, particularly if the labels obscure other required marks and labels.



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- **Other Damages:** Multiple damages, such as those shown above, may affect the integrity of the packages, and are NOT acceptable. Others that are not as severe may be acceptable. If questionable, repackage the material.



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- **Punctures:** Any punctures, even minor ones, are NOT acceptable.



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- **Tears:** Minor tears will not generally affect the structural integrity of the packaging and are considered to be normal "wear and tear", however, large tears or rips are NOT acceptable.



- **Water Damages:** Water Damages, such as the example shown above, are NOT acceptable. Water damages will affect the structural integrity of the packaging. These packages should be repacked in appropriate specification packages.

1. **DO NOT DEPLOY THE AIRBAG.** Ensure that the box the replacement airbag arrived in is not damaged and place the steering wheel airbag in the box. Also, make sure to include a copy of the repair order in the box.



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**Note:** The components required for the completed return package are dunnage (1) and foam (2), as shown in the graphic above.

2. Close and secure the side rollover tuck top box following the closing instructions below:

**Note:** When applying tape and blacking out labels with a permanent marker, ensure of the following:

- DO NOT peel any labels off the box, or the box will be damaged and cannot be reused.
- DO NOT apply tape to or write on the Class 9 hazard label, the proper shipping name, the ID number, or the UN specification marking.
- The tape strip should extend at least 2 inches onto either side of the front fold and the bottom surface of the box. The minimal tape length should be 4 inches.

2.1. Seal with a strip of 2 inch wide clear plastic adhesive pressure sensitive tape (generic packaging plastic tape).

2.2. Black out any old shipping labels and barcodes (other than those noted above) with a permanent black marker.

## Shipping documentation

1. Complete the OP-900PRP Hazardous Certification form:
  - 1.1 Fill the Shipper Name and Address in all three sections of the form. Sign and date the FedEx Copy and Customer Copy sections.
  - 1.2 Peel off the Shipper Receipt and Receipt/Shipper Number tabs from the top of the FedEx Ground PRP shipping label.
  - 1.3 Affix the Shipper Receipt tab to the Tracking ID field on the FedEx Copy of the form, and affix the Receipt/Shipper Number tab to the Tracking ID field on the Customer Copy.
  - 1.4 Tear off the four bottom labels from the form, and place all four on them in the adhesive pouch.
  - 1.5 Remove the backing and firmly affix the pouch onto the bottom of the box.
  - 1.6 Peel off the Box Copy of the form, and firmly affix it to the front side of the box flap
  - 1.7 Tear off and keep the Customer Copy for your records (to be retained for a minimum of two years).
  - 1.8 When the package is picked up, give the FedEx Copy to the FedEx Ground driver.
2. Complete the FedEx Ground PRP shipping label:
  - 2.1 Fill in the Shipper Name and Address in the upper section of the label (RA# is not required).
  - 2.2 Peel off the backing and affix label to the side of the box.

### Note:

- Ensure that all steps have been properly completed. All packages must be prepared in accordance with U.S. Department of Transportation and FedEx Ground requirements. Incomplete or missing information will cause rejection of the shipment and delay your return credit.
  - Give the package and the FedEx Copy of the OP-900PRP form to your FedEx Ground driver. If you don't have regular FedEx Ground Service; call **888-777-6040** to schedule a pickup.
3. Ship the package.

## FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.



**COURTESY TRANSPORTATION** – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

**Note:** To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9102083*	Airbag Steering Wheel Module Replacement: - Colorado and Canyon - Malibu	0.5 0.4	N/A
9102103	Floor Plan Reimbursement	N/A	**

\* Includes 0.2 hour administrative allowance for return of the used inflator (document preparation and packaging), or deployment and disposal.

\*\* The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (March 1, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 9 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2016 Chevrolet Colorado	\$ 3.99	\$ 4.59
2016 Chevrolet Malibu	\$ 3.34	\$ 3.96
2016 GMC Canyon	\$ 4.28	\$ 5.54

**CUSTOMER NOTIFICATION** – For US and Canada

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

**CUSTOMER NOTIFICATION** – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

## DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

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 RECALL 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.

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.





# IMPORTANT SAFETY RECALL

April 2016

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 2016 model year Chevrolet Colorado, Chevrolet Malibu, and GMC Canyon model 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.

<p><b>IMPORTANT</b></p> <ul style="list-style-type: none"> <li>• Your vehicle is involved in GM recall 28030.</li> <li>• Schedule an appointment with your GM dealer.</li> <li>• This service will be performed for you at <b>no charge</b>.</li> </ul>
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**Why is your vehicle being recalled?**

The second stage of the driver frontal airbag may not deploy properly in certain high-speed crashes. If the vehicle is involved in a high-speed crash that triggers the second-stage deployment of the driver frontal airbag, the second stage of the inflator may not fill the airbag as completely and as quickly as designed, which could lead to an increased risk of injury to the driver.

**What will we do?**

Your GM dealer will replace the driver frontal airbag module. 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)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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 16V125.

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

GM Recall 28030