



# Recall Bulletin

## PRODUCT SAFETY RECALL

**SUBJECT:** Driver Airbag Abnormal Deployment

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

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

**Important:** An initial supply of airbag assemblies required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of March 7, 2016 and will conclude the week of March 18, 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

**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.**

**Important:** Hold the original steering wheel airbag assembly, in the service part packaging, until further instructions are provided.

## SERVICE PROCEDURE

1. Replace the steering wheel airbag. Refer to *Steering Wheel Airbag Replacement* in SI.
2. Hold the original steering wheel airbag assembly, in the service part packaging, until further instructions are provided. **DO NOT DEPLOY ANY AIRBAG.**

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

3. DO NOT deploy the removed steering wheel airbag. The removed steering wheel airbag is to be retained. Additional information will be communicated on the proper method of disposal for these steering wheel airbag modules at a later date.

## 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.

#### 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.

## 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/repared 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. 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.

