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# #25-NA-242: RAS Return Instructions with Packing Instructions - (Aug 22, 2025)

Subject: RAS Return Instructions with Packing Instructions



Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2007	2014	—	—	All	All
Chevrolet	Avalanche	2007	2014				
	Silverado 1500	2007	2014				
	Silverado 2500/3500	2007	2014				
	Silverado HD	2007	2008				
	Suburban	2007	2014				
	Tahoe	2007	2014				
GMC	Sierra 1500	2007	2014				
	Sierra 2500/3500	2007	2014				
	Sierra HD	2007	2008				
	Yukon Models	2007	2014				
Pontiac	Vibe	2003	2010				
Saab	9-3	2006	2011				
	9-5	2006	2009				

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Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
	9-2x	2005	2006				
Saturn	Astra	2008	2009				

14491	15815	N212328800
14735	15816	N232413120
15040	15817	N232413121
15041	15818	N242437050
15043	15826	N242437060
15044	17009	N242437070
15045	17476	N252503290
15046	17477	N252503291
15047	17478	N252503292
15048	18015	N252503293
15049	28810	N252503294
15050	28811	N252503295
15052	N192290990	N252503296
15053	N212328760	
15406	N212328770	
15438	N212328780	
15442	N212328790	

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**Important: THE BELOW RETURN INSTRUCTIONS ARE FOR TAKATA INFLATORS ONLY. DO NOT FOLLOW THESE INSTRUCTIONS UNLESS THE INFLATOR IS INVOLVED IN ONE OF THE ABOVE RECALL NUMBERS SHOWN ABOVE. ALWAYS FOLLOW BULLETIN SPECIFIC INSTRUCTIONS FIRST.**

**Important: DO NOT DEPLOY THE AIRBAG. AIRBAGS MUST BE RETURNED.**

**Important: Any person(s) performing ANY of the below steps MUST be DG certified.**

## Airbag Return Packaging Instructions

**Important:** Be sure to comply with all hazardous part shipping requirements described in the bulletin. Dealers may also refer to Title 49 of the Code of Federal Regulations, Parts 171 to 180, when shipping any hazardous material.

**Note:** Un-deployed airbags are regulated as dangerous goods and all service agents must follow all applicable International Maritime Dangerous Goods regulations, International, Federal, State, Provincial, and/or Local laws when preparing dangerous goods shipments including but not limited to classification, packaging, marking, labeling, and shipping dangerous goods.

**Important:** DO NOT include any other parts or hardware in the box other than the un-deployed airbag. Be sure that all required hazardous material markings and/or labels are still visible and that all non-needed labels are covered or removed.

**Note: DO NOT** use the FedEx return labeling that may be included in the new airbag box. The return instructions below are to be followed.

## Service Procedure

1. Temporary storage of return airbags may be necessary after packaging.

**Important: DO NOT STORE RETURN AIRBAGS NEARS ANY SOURCES OF HEAT OR MOISTURE.**

2. Confirm the original box is not damaged, allowing it usable to return ship. If a new box is required:

- Email GMDealer@coresupply.com or dial (888) 399-1086 to speak with a RAS Representative.
- Indicate number of replacement boxes needed and reason for replacement.
- Hours of Service: 8am to 6pm EST M-F (5A to 2:30P PDT) Excluding National Holidays.
- Rep email response within 2 Hours and packaging typically sent out next business day.



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- 3. Wrap the airbag module in the bubble wrap from the original packaging.
- 4. Place the airbag module in the center of the box on top of bubble wrap.



- 5. Place original bubble wrap around the airbag module to prevent movement inside the box.



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- 6. Securely seal the cardboard box with clear packing tape across the entire length of the box and confirm flaps are flush prior to taping.



- 7. Apply a single Class 9 hazmat label to the outside of each return airbag box.

- Confirm UN Specification number is in the upright position.
- DO NOT COVER "Up Arrows" and "Handle with Care" Markings.
- DO NOT COVER UN Package specification markings.
- Confirm the Class 9 label is not damaged or covered.

**Important: DO NOT DEPLOY THE AIRBAG. AIRBAGS MUST BE RETURNED.**

**Airbag Return Shipping Instructions**

<b>GMNA</b>	<b>GMI Countries</b>	<b>DROM Countries</b>	<b>GM South America</b>
US	Brunei	Guadeloupe	Brazil
Mexico	Singapore	Martinique	Chile
	Egypt	French Guiana	Colombia
	New Caledonia	La Réunion	Argentina
	Malaysia		Venezuela
	Mongolia		Peru
	Philippines		Ecuador
	Georgia		Uruguay
	Cambodia		Paraguay
	French Polynesia		
	Laos		
	Fiji		
	Myanmar		

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**Note: List of applicable regions shown above. If your region is not listed above, DO NOT USE THESE INSTRUCTIONS. FIND YOUR APPLICABLE REGION IN THE SECTIONS BELOW.**

- Place the return airbag packages on a pallet that is in acceptable condition capable of holding the return airbags during transport.
  - Pallet size must be roughly 48"X48". DO NOT use a pallet that would allow the return airbag boxes to hang over the edge of the pallet.



- Arrange the airbags on a pallet in acceptable condition as the above graphic illustrates.
  - 20 boxes per layer – 5 rows / 4 boxes in each row per layer. 5 layers total per pallet (100 Boxes).
2. A pallet typically can hold a maximum of 100 boxes. Multiple pallets can be included on a pick-up request.
  3. Shrink-wrap the boxes to the pallet.
    - Affix the over-pack label and pallet label on the side of the pallet. DO NOT PLACE THIS LABEL ON THE TOP OF THE PALLET.
    - If 100 boxes have not been accumulated within a 2-week period, ship a partial pallet (Minimum 20 boxes), ensuring proper label placement and packaging.
  4. Upon accumulating 100 packaged airbags (1 Over-pack pallet), email: [GMDealer@coresupply.com](mailto:GMDealer@coresupply.com) or dial (888) 399-1086 to speak with a RAS representative.
    - Hours of Service: 8am to 6pm EST M-F Excluding National Holidays.
    - Representative email response is typically within 2 hours.
    - Carrier dispatches same day if requested by 11am ET or next day thereafter.
  5. Provide the RAS representative with the following information:
    - Pick-up date.
    - Piece count.
    - Pallet count(s), dimensions and Pallet weight(s).
    - Pick-up address and dock pick-up hours.
    - Liftgate, inside pick-up or remote access requirements (if a dock is not available).
    - Email address(es) to receive Bill of Lading (BOL) form.
  6. You will receive an automated mail from [donotreply@coresupply.com](mailto:donotreply@coresupply.com) with link to BOL form once the carrier is dispatched; your representative will be copied on all paperwork.

**Important:** If all directions are not followed the driver may refuse to take shipment.

7. Print out three copies of the BOL:

- Attach one copy to the pallet, hand one to the driver, and retain and archive 1 copy for a minimum of 2 years.

**Used Airbag Return Instructions for Israel**

**Note: Replaced airbags will follow the normal UMI parts return process.**

All airbags replaced for this recall must be immediately returned to UMI’s parts delivery center at the following location (Israel Only) :

Universal Motors Israel – Parts Delivery Center

Rimon 3 ST

Hevel Modiin Industrial area

Israel

Contact # +97239534444

**Important: UNDER NO CIRCUMSTANCES SHOULD A USED AIRBAG BE DEPLOYED OR OTHERWISE TAMPERED WITH PRIOR TO SHIPMENT.**

**Used Airbag Return Instructions for Middle East**

Replaced airbags will be returned following directions provided by the local GM Field Action Team.

**Used Airbag Labeling and Return Instructions for All Other Countries**

1. Follow safe handling and storage until you arrange for disposal return.
2. Follow your local regulations for safe handling, storage, and disposal return.
3. Coordinate with a local waste management service provider to ship return airbag modules to.

<b>Version</b>	1
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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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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