

# Product Safety Recall

## 16146 Right Rear Side Air Bag



Reference Number: N162076520

Release Date: November 2016  
Revision: 00

**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   |     |             |
| Chevrolet | Malibu | 2017       | 2017 |     |             |

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.

|                   |  |
|-------------------|--|
| <b>Condition</b>  | General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2017 model year Chevrolet Malibu vehicles. The right-hand rear side airbag (RSIAB) in these vehicles may have a weak weld on the inflator manifold. In the event of an RSIAB deployment in a right-side impact, this defect can cause inflator components to separate, propelling debris or hot gas into the interior compartment. It is also possible that the airbag may inflate only partially, or not at all, in the event of a right side impact crash. If the airbag components separate and are propelled into the interior compartment during deployment in a crash, or the airbag does not inflate, there may be an increased risk of injury to the occupants. |
| <b>Correction</b> | Replace the right-hand rear side airbag.   |

### Parts

| Quantity | Part Name                     | Part No. |
|----------|-------------------------------|----------|
| 1        | Rear Seat Bolster Airbag – RH | 84162506 |

### Parts Pre-Ship Information – For USA

An initial supply of rear seat bolster air bag will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of November 28, 2016, ending the week of December 5, 2016, and will be 100% of each dealer's involved vehicles. Pre-shipped parts will be charged to dealer's open parts account. Additional parts, if required, should be obtained from GMCCA.

Due to the small number of vehicles involved, dealers are encouraged not to order recall parts for use as shelf stock. Quantity limiters may be in effect.

**NOTE:** Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **ONLY as DRO = Daily Replenishment Order or CSO = Customer Special Order. Please do not place orders as SPAC** it will delay shipment of the order. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

### Warranty Information

| Labor Operation | Description  | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9102753         | Rear Seat Bolster Airbag Replacement<br>Add: Package and Return Rear Seat Bolster Airbag | 0.6<br>0.2 | ZFAT        | N/A      |

### Service Procedure

1. Remove the right rear seat bolster airbag. Refer to *Rear Seat Bolster Airbag Replacement* in SI.
2. Replace the right rear seat bolster airbag. Refer to *Rear Seat Bolster Airbag Replacement* in SI.
3. **DO NOT DEPLOY THE AIRBAG.** Refer to the Airbag Return Instructions section below for return and disposal instructions.

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### Airbag Return Instructions

**TO REQUEST THE RETURN INSTRUCTION PACKET, PLEASE FOLLOW THE APPROPRIATE OPTION A OR B, DEPENDING ON YOUR DEALERSHIP LOCATION.**

**OPTION A - If your dealership is located in the lower 48 States, please email: [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com).**

**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 #16146

### Preparing the airbag for return for Option A (lower 48 States):

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 packaging is damaged, please contact via email at: [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com) or by telephone: 1-210-250-5078 to have a replacement box shipped to your location.

### 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.

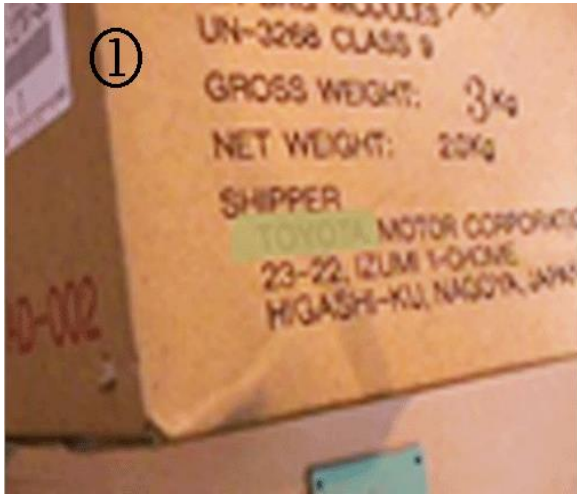
Hazardous materials packaging damages can be classified into one or more of the following different types. They include:



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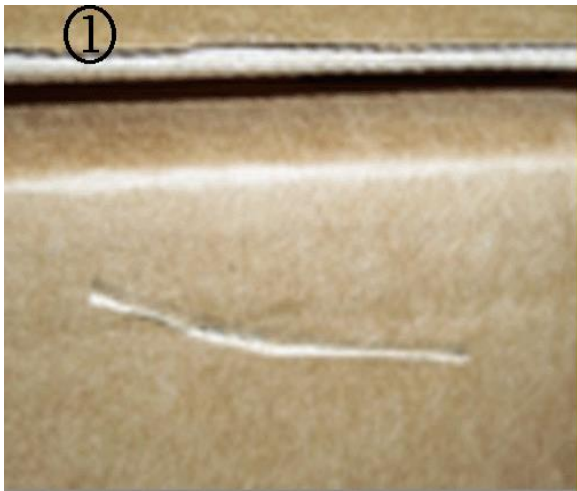
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- **Compressions:** Compressions result from superimposed weights (e.g. stacked too high) or from dropping the packages. Small dimples (1) are acceptable.



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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.

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- **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 side impact airbag in the box. Also, make sure to include a copy of the repair order in the box.



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

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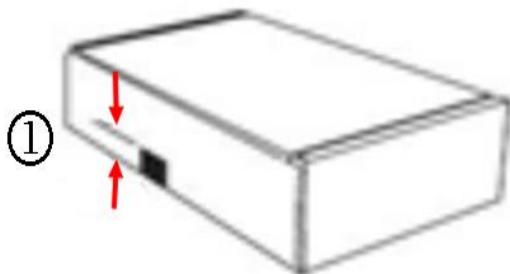
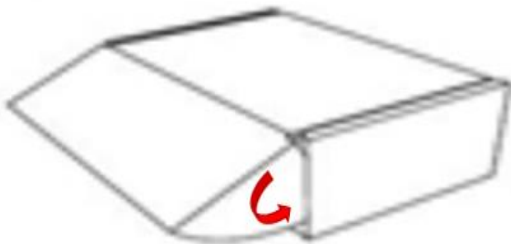


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2. Close and secure the side rollover tuck top box following the closing instructions below:

**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.



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- The tape strip should extend at least 2 inches (1) 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 the front flap with a strip of 2 inch wide clear plastic adhesive pressure sensitive tape (generic packaging plastic tape) measuring at least 4 inches long.

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

2.3. If seeking additional information, please see closing instructions which are included in your instruction packet.

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### Upon receipt of the instruction packet

1. Complete the OP-900PRP Hazardous Certification form:

**Note:** If your dealership is not qualified to ship hazardous material, contact XPO by telephone: 1-210-250-5078, to have the replaced side airbag picked up from your location.

- 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 of 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.

#### **Important:**

- 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.

**Option B: If your dealership is located outside of the lower 48 States, please utilize the following email addresses and/or telephone number to arrange for the return of the used airbag module.**

- **Hawaii:**  
**SCFieldAction.14305@xpo.com**
- Or call XPO Logistics at 1-210-250-5078 to obtain return instructions.
- **Alaska:**  
**SCFieldAction.14305@xpo.com**
- Or call XPO Logistics at 1-210-250-5078 to obtain return instructions.

### Preparing the airbag for return for Option B (Outside of the lower 48 States):

**Important:** Review the *Package Reference Guide* section above for clarification on whether the original packaging is deemed Acceptable and Unacceptable.

**Note:** If the packaging is damaged, please contact via email at: [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com) or by telephone: 1-210-250-5078 to have a replacement box shipped to your location.

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



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



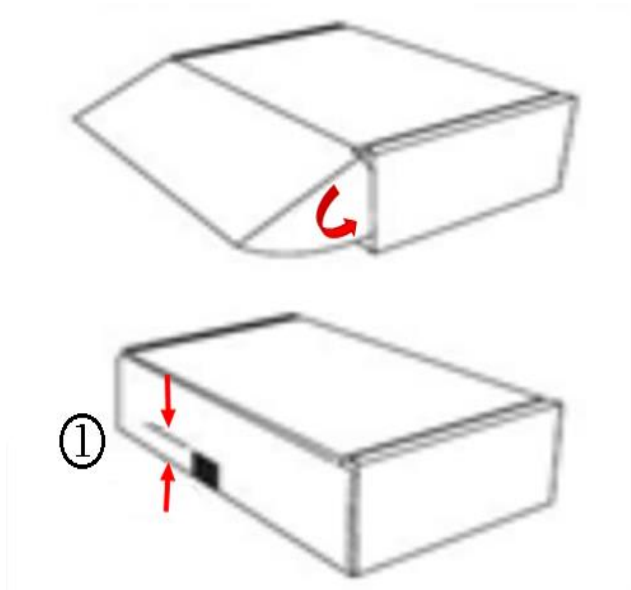
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2. Close and secure the side rollover tuck top box following the closing instructions below:

**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.

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- The tape strip should extend at least 2 inches (1) 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 the front flap with a strip of 2 inch wide clear plastic adhesive pressure sensitive tape (generic packaging plastic tape) measuring at least 4 inches long.
  - 2.2. Black out any old shipping labels and barcodes (other than those noted above) with a permanent black marker.
  - 2.3. DO NOT complete FedEx documents that may be enclosed in the box with the new module. These are intended for dealers using **Option A** only.

### Dealer Responsibility – For USA & Export (USA 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 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.

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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.

### 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.

### Courtesy Transportation – For USA

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

USA - General Motors will notify customers of this recall on their vehicle.

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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 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**