

Product Safety Recall

17387 Driver Airbag Abnormal Deployment



Reference Number: N172103640

Release Date: October 2017
Revision: 01

Revision Description: This bulletin has been revised to add the customer notification letter. Please discard all previous copies of bulletin 17387.

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	Colorado	2015	2016		
	Volt	2016	2016		
GMC	Canyon	2015	2016		

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 2015 – 2016 model-year Chevrolet Colorado, GMC Canyon, and 2016 model-year Chevrolet Volt vehicles. In these vehicles, 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 will replace the driver frontal airbag module.

Parts

Quantity	Part Name	Part No.
1	Airbag – Steering Wheel	84000655
1	Airbag – Steering Wheel	84044774
1	Airbag – Steering Wheel	84044776
1	Airbag – Steering Wheel	84044777

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which steering wheel airbag to order.

It is estimated that only 18 involved vehicles worldwide will require the driver airbag module replaced on this vehicle. **Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.**

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

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.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103443	Replace Steering Wheel Airbag	0.3	ZFAT	*
9103450	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	**
9103451	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

* For vehicles repaired in the continental U.S., submit a \$20.00 administrative allowance for return of the used steering wheel airbag assembly (document preparation and packaging). For vehicles repaired outside of the continental U.S., submit a \$20.00 administrative allowance to deploy and discard the airbag locally. Refer to *Steering Wheel Airbag Replacement* in SI. Add this amount in the appropriate Net Item field when submitting the repair transaction.

** For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

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*** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

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.**

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 to prevent it from being reused.

Airbag Return Instructions

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 locally. Refer to *Steering Wheel Airbag Replacement* in SI.

Use these instructions to return all airbags replaced in the continental U.S. under this recall. Ship the Airbag to:

Key Safety Corporation
5300 Allen K. Breed Hwy.
Lakeland, FL 33811

E-Mail deltore@keysafetyinc.com for shipping account information.

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: deltore@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.

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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 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 (or current version) 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.

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- 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 (or current version) 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.

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.

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.

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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 & Canada

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

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by November 30, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

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November 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 2015-2016 model year Chevrolet Colorado, GMC Canyon and 2016 model year Chevrolet Volt 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 17387.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The second stage of the driver frontal airbag may not deploy properly in certain high-speed crashes. If your 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 25 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. If you are unsure if you have had this repair done, please contact your dealer.

Did you already pay for this repair?

If you have already had this condition repaired, you do not need to take your vehicle to your dealer for this recall. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2018, unless state law specifies a longer reimbursement period.

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 17V621.

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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 Massimilla
Vice President
Global Vehicle Safety and Product Cybersecurity

Enclosure
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