

**Frequently Asked Questions (FAQs) for Safety Recall N182198820
Passenger Airbag Underinflated**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the safety recall identified above.

Q1) Which vehicles are involved?

A1) Certain 2019 model year Chevrolet Silverado 1500 and GMC Sierra 1500 Crew Cab trucks.

Q2) What is the issue or condition?

A2) These vehicles have a retainer ring within the passenger-side airbag module that may have been damaged during the assembly process. This damage could allow gas to escape during airbag inflation and deployment, which would reduce the amount of gas available to fill the airbag.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None.

Q4) What is the repair?

A4) Dealers will replace the passenger-side airbag module.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) A passenger-side airbag that does not fill properly may increase the risk of injury in certain crashes in which the passenger-side airbag is commanded to deploy.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this remedy/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, this remedy/repair will be done at no cost to the customer.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.