

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5584  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 25, 2020

Subject: Upcoming Safety Recalls  
N202309680 (Both), N202309681 (LH), N202309682 (RH)  
Roof Rail Air Bag End Cap May Separate

Models: 2015-2016 Chevrolet Silverado 1500  
2015 Chevrolet Silverado 2500/3500  
2015-2016 GMC Sierra 1500  
2015 GMC Sierra 2500/3500

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2015 – 2016 model year Chevrolet Silverado and GMC Sierra vehicles. The GM recall number is N202309680.

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 until the defect is remedied.

In these vehicles, the roof-rail airbag (“RRAB”) inflators, which are located on the left and right-side roof rails above the headliner, may contain a manufacturing defect that can cause the inflator end cap to detach from the inflator vessel. Corrosion inside the inflator vessel near the end cap, which was caused by moisture introduced into the vessel during the supplier’s manufacturing process. If the end cap separates from the inflator, the compressed gas will escape from the RRAB inflator and the end cap can be propelled into the vehicle, potentially causing an occupant injury if the vehicle is occupied.

Parts are not currently available, but when parts are available, dealers are to replace suspect RRAB modules. Suspect modules may be on the left side and/or right side.

Until further instructions are received, involved vehicles that are in dealers’ possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers’ inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on November 25, 2020. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

**Question and Answer Document (Q&A)**

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE  
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