

# Product Safety Recall

## N202305381 Reduced (RH) Roof Rail Air Bag Performance



**Release Date:** July 2020

**Revision:** 01

**Revision Description:** The service procedure in this bulletin has been revised to instruct technicians to NOT deploy roof rail airbag(s) after removal.

**Warning: Do not deploy or dispose of removed roof rail airbag(s) until you receive revised disposal/deployment instructions.** Airbag components could separate from the module during deployment and cause serious injury. Do not use the airbag deployment instructions in Service Information (SI). Removed airbags should be stored or quarantined in a safe location until revised roof rail airbag deployment instructions are provided.

Please discard all previous copies of bulletin N202305381.

**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   |     |             |
| Buick     | Enclave   | 2020       | 2020 |     |             |
| Cadillac  | XT5       |            |      |     |             |
|           | XT6       |            |      |     |             |
| Chevrolet | Blazer    |            |      |     |             |
|           | Silverado |            |      |     |             |
|           | Traverse  |            |      |     |             |
| GMC       | Acadia    |            |      |     |             |
|           | Sierra    |            |      |     |             |

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 2020 model year Buick Enclave vehicles; 2020 model year Cadillac XT5 and XT6 vehicles; 2020 model year Chevrolet Blazer, Silverado 1500, Silverado 2500/3500, and Traverse vehicles; and 2020 model year GMC Sierra 1500, Sierra 2500/3500, and Acadia vehicles. In these vehicles, the diffuser component of the roof-rail airbag ("RRAB") inflator may not have been properly crimped to the inflator by the supplier and could separate from the inflator during airbag deployment. If the diffuser separates from the inflator during deployment, RRAB performance may be degraded, which could increase risk of injury to occupants in a crash. |
| <b>Correction</b> | Dealers will replace suspect right side RRAB modules.   |

### Parts

| Quantity | Part Name                             | Part No. |
|----------|---------------------------------------|----------|
| 1        | AIRBAG ASM-FRT ROW R/RL RH            | SEE EPC  |
| 1        | AIRBAG ASM-FRT & RR ROW R/RL RH       | SEE EPC  |
| 1        | AIRBAG ASM-FRT & RR & 3RD ROW R/RL RH | SEE EPC  |

**Note:** Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which right side roof rail airbag to order.

### Parts Pre-Ship Information – For USA & Canada Only

An initial supply of right side roof rail airbags will be pre-shipped to involved dealers of record that have an unsold vehicle on their lot. This pre-shipment is scheduled to begin the week of July 27, 2020 and conclude the week of August 3, 2020 it will be approximately 100% of each dealer's involved lot vehicles. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, should be obtained from GMCCA. **Do NOT place orders until the customer contacts the dealership to schedule an appointment.** Order parts on a CSO = Customer Special Order only and **you must supply VIN in the Note Field.** DRO's may be cancelled. All orders will be reviewed prior to being filled. If your VIN is not part of the VIN population then your order will be cancelled.

# Product Safety Recall

## N202305381 Reduced (RH) Roof Rail Air Bag Performance



**IMPORTANT NOTE:** Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery.

**For Export:** Please contact CCA's Export Order Fulfillment group to place the order on your behalf. Please have VIN available for analyst.

**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.

### Warranty Information

| Labor Operation                               | Description  | Labor Time | Trans. Type | Net Item |
|---|--|------------|-------------|----------|
| 9104959                                       | Front and Rear Row Seat Roof Rail Airbag/Front, Rear, and 3rd Row Roof Rail Airbag Replacement |            |             |          |
|   | Blazer- Roof Side Rail Airbag  | 3.0        |             |          |
|   | Silverado/Sierra - Roof Side Rail Airbag   | 2.8        |             |          |
|   | Enclave- Roof Side Rail Airbag   | 1.5        |             |          |
|   | Enclave- Front, Rear, and 3rd Row Roof Rail Airbag   | 4.5        | ZFAT        | N/A      |
|   | Acadia/Traverse- Roof Side Rail Airbag   | 1.5        |             |          |
|   | Acadia/Traverse- Front, Rear, and 3rd Row Roof Rail  | 1.6        |             |          |
|   | XT5-Roof Side Rail Airbag  | 1.5        |             |          |
|   | XT5-Front, Rear, and 3rd Row Roof Rail Airbag  | 1.5        |             |          |
| XT6-Front, Rear, and 3rd Row Roof Rail Airbag | 2.2  |            |             |          |

### Service Procedure

**Warning: Do not deploy or dispose of removed roof rail airbag(s) until you receive revised disposal/deployment instructions.** Airbag components could separate from the module during deployment and cause serious injury. Do not use the airbag deployment instructions in Service Information (SI). Removed airbags should be stored or quarantined in a safe location until revised roof rail airbag deployment instructions are provided.

1. Replace the roof rail airbag. Refer to *Front and Rear Row Seat Roof Rail Airbag, Front, Rear, and 3rd Row Roof Rail Airbag Replacement* in SI.

### 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.

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

# Product Safety Recall

## N202305381 Reduced (RH) Roof Rail Air Bag Performance



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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to 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 & 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 for courtesy transportation program details.

### Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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.



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