

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5815
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 2, 2021

Subject: REVISION: Safety Recalls N212328760, N212328770, N212328780, N212328790, N212328800
GMT900 Front Passenger Airbag Recalls Dealer Frequently Asked Questions Updated – V3

Models: 2007-2014 Cadillac Escalade, Escalade ESV, Escalade EXT
2007-2014 Chevrolet Avalanche, Silverado 1500, Suburban, Tahoe
2007-2014 GMC Sierra 1500, Yukon, Yukon XL
2007-2014 Chevrolet Silverado 2500/3500
2007-2014 GMC Sierra 2500/3500

To: All General Motors Dealers

On February 5, 2021, General Motors released bulletins N212328760, N212328770, N212328780, N212328790 and N212328800 for Front Passenger Airbag Takata Inflators.

Dealer Question and Answer Document (Q&A)

Attached to this message you will find an updated document that addresses the most likely questions dealers may have regarding these Safety Recalls. Please use this information as an aid to confidently answer dealer concerns.

Please make special reference to questions 10 and 11 – in reference to the Priority Group 6 recent update:

Q10) Can old part 84255088 be installed in a Priority Group 6 heavy duty vehicle now that the new part is available?

A10) The job card date will determine which HD part and labor code to use. For job cards opened **prior to June 1, 2021** the old part number 84255088 and labor code 9105357 must be used in order to avoid claim rejection. This part number does not require the serial number to be recorded on the job card.

For job cards opened **June 1, 2021 or later**, the new HD part numbers 84594241 (airbag kit) and 84594242 (bracket) and labor code 9105713 must be used in order to avoid claim rejection. Vehicles repaired with the new part number 84594241 **MUST** have the serial number of the new part number recorded on the job card.

Q11) Can new part 84594241 (airbag inflator kit) be installed on a heavy-duty vehicle in Priority Groups 7 to 10?

A11) No. The new part number 84594241 is associated labor code 9105713 and can only be used on Priority Group 6 heavy duty vehicles at this time. The claims will reject for Priority Groups 7 to 10.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS