

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS 5708  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 08, 2021

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

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.

The General Motors Customer Assistance Center has been receiving feedback that customers whose VINs are in "Incomplete-Limited or No Parts" status in IVH, have been turned away by dealers when proactively seeking to have the recall performed on their vehicle. **We are sending this message to re-emphasize that, for handraisers, dealers can and should be repairing customer vehicles and closing the recall when the VIN is in "Incomplete-Limited or No Parts" in IVH.**

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

Attached to this message you will find an updated document that addresses the ten 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 question 5:

**Q5) Can we repair vehicles when the IVH status is "Incomplete-Limited or No Parts"?**

A5) Yes, GM allows dealers to fix any vehicles in their used inventory and any customer vehicle when the owner contacts you asking to get their truck repaired. Follow the information contained in the appropriate bulletin to submit your warranty claim and close the recall.

END OF MESSAGE  
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