

## GMT900 Front Passenger Airbag Recalls Dealer Frequently Asked Questions:

### **Q1) Why are there five different recall bulletins? Why not one?**

A1) The United States National Highway Traffic Safety Administration (NHTSA) determined priority groups for all Takata airbag safety recalls. These priority groups are determined by the age of the vehicle in combination with the heat and humidity levels where the vehicles have resided throughout their life. The older the vehicle and the hotter and more humid the climate, the higher the priority group (Priority Group 6 is the highest priority group, Priority Group 10 is the lowest priority group). Having separate recall bulletins allows GM to better manage the sending of owner letters allowing us to better manage the customer flow into the dealers and provide the parts necessary to make the repair.

### **Q2) Why are the Priority Groups numbered 6 through 10? What happened to 1 through 5?**

A2) Priority groups 1 through 5 are associated with prior Takata airbag safety recalls that have already been launched on vehicles like the Pontiac Vibe and 2007-08 Silverado/Sierra 2500/3500.

### **Q3) When are the owner letters being sent?**

A3) GM began sending Advisory Letters (e.g. informing owners the repair is not available currently) February 22, 2021 to the owners in Priority Groups 6 through 10. GM began sending Parts Letters (e.g. informing owners' parts are available and to contact their dealer) to the owners in Priority Group 6 for light duty pickup and sport utility vehicles March 1, 2021. GM began sending Parts Letters to the owners in Priority Group 6 for heavy duty pickup owners beginning June 1, 2021. GM sent Parts Letters to all owners in Priority Group 7 beginning July 1, 2021. GM will begin sending Parts Letters to all owners in Priority Group 8 beginning September 20, 2021, with Priority Group 9 following immediately after (or October 1, 2021, whichever comes first).

### **Q4) Why am I not able to run these new recalls through the Maxis Dealer Field Action Report System in Global Connect for Priority Groups 7 to 10?**

A4) The IVH status for the VINs in Priority Group 10 will remain as "Incomplete-Limited or No Parts" and will not change with the recent Priority Groups 8 and 9 updates. Now that the IVH status in Priority Groups 8 and 9 have changed from "Incomplete-Limited or No Parts" to "Open", dealers will be able to start running reports in Maxis-Dealer for Priority Groups 8 and 9. GM moved VINs to "Open" status in IVH in conjunction with customer mailing for light duty owners in Priority Group 6 at the beginning of March 2021. GM moved VINs to "Open" status in IVH for heavy duty owners in Priority Group 6 on June 1, 2021. GM moved all VINs in Priority Group 7 to "Open" status in IVH on June 28, 2021. GM will move

all VINs in Priority Group 8 and 9 to “Open” status in IVH on September 20, 2021.

**Q5) Can we repair vehicles when the IVH status is “Incomplete-Limited or No Parts” for Priority Group 10?**

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.

**Q6) What if my dealer is not located in a hot and humid area and my customers have received Advisory Letters for Priority Groups 10? Can I still perform the recall repairs and close the recall for my customers?**

A6) Yes. However, GM would ask to only perform repairs for vehicles in Priority Group 10 when customers proactively contact you to have their vehicle repaired, or if an affected VIN is in your used inventory. We ask that you do not proactively contact your customers while the VIN is in “Incomplete-Limited or No Parts” status in IVH. This is in an effort to preserve our parts inventory for customers in the hotter and more humid areas.

**Q7) Why are the old recall bulletins gone (e.g. 49151, 49152, and N202324210)?**

A7) As part of GM’s agreement with the National Highway Traffic Safety Administration (NHTSA), GM agreed to launch five new recall bulletins for Priority Groups 6 through 10.

**Q8) What if I have a job card that was opened under one of the old recall bulletins? How do I get paid? How does the recall get closed?**

A8) The labor codes in the three old bulletins are still valid even though the VINs have been moved to their new recall population. Submit your warranty claims according to the terms of the old bulletin. GM will ensure that the repaired VIN gets closed in the NEW recall. Please submit all warranty claims promptly.

**Q10) Can old part 84255088 be installed in a Priority Group 6-10 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 for Priority Group 6 and prior to June 28 for Priority Groups 7-10**, the old part number 84255088 and old labor code 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 for Priority Group 6 and June 28, 2021 for Priority Groups 7-10**, the new HD part numbers 84594241 (airbag kit) and 84594242 (bracket) and updated labor code must be used in order to avoid

claim rejection. Vehicles repaired with the replacement part number 84594241 MUST have the serial number of the replacement part number recorded on the job card.

**Q12) Why is XPO Logistics is not returning my phone calls to arrange pickup of my used inflators?**

A12) Due to COVID, the XPO Logistics team is working remote and are unable to man their phone line at this time. If you need to schedule an airbag return, please contact XPO Logistics at the following email address:  
[SCFIELDACTION.14305@XPO.COM](mailto:SCFIELDACTION.14305@XPO.COM). GM will inform dealers via Global Connect when XPO Logistics is back on site and monitoring the phone number included in the return instructions.