

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS 6134
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 19, 2022

Subject: Pallet Order Information for RRAB (Roof Rail Air Bags)

To: All General Motors Dealers

This note is being sent to provide dealers with an advanced notification of an upcoming recall that will be launched during the week of 4/18/22 involving Roof Rail Air Bags. In anticipation of the large volume of orders that we expect to receive when this Bulletin launches, we are offering dealers the opportunity to place orders for **FULL pallets of each of the 3-part numbers involved prior to launch**. The Recall Team is offering to place orders for **FULL pallet of parts** and have it shipped to your dealership.

If you are interested in receiving a full pallet of any of the 3 parts numbers outlined below, please contact your DMA and they will coordinate the processing of your requested pallet order.

Please note, a pallet quantity is 40 kits, which includes both a left-hand and a right-hand airbag as well as 2 clips. 1 pallet will support 40 vehicle repairs. Pallet dimensions are 45" x 48" x 39". Below is a list of the three parts involved and the approx. percentage of coverage based on the distribution of vehicles. There will be a limit of 3 pallets per dealer per part number.

| | |
|-----------------|------------|
| 87817340 | 10% |
| 87817343 | 35% |
| 87817346 | 55% |

Important: An initial launch of the Bulletin will be with these parts (Part A) 85578042, 85578043 and 85578044. These parts supersede to a (Part B) 87817340, 87817343 and 87817346. Dealer lines will be filled with Part A and Pallet orders will be with Part B until we deplete Part A. At that time, we will start shipping Part B accordingly. The initial launch will only cover impacted VINs registered in the following States:

Florida, Texas, Georgia, Alabama, Mississippi, Louisiana, Arkansas, North Carolina, South Carolina, Oklahoma, New Mexico, Arizona, California, US Virgin Islands, Puerto Rico, Hawaii, Guam, Global Export and Mexico. Please only order these pallets now if you will be servicing vehicles in the initial launch states.

IMPORTANT INFORMATION: Recall parts are not returnable, and the inflators are hazardous.

These orders will be placed by the Recall Team using control CRW Recall. You should receive an answerback once the order is placed and will be able to track through the system using your Parts Code, part #, and control #. The order data is sent to Pontiac (075) to schedule shipments based on capacity at the facility. Based on the responses to the survey, it may take multiple weeks to fulfill the demand for these pallet orders. Your orders will ship from Pontiac (75) to your cross-dock delivering via your DDS.

Again, when the order is placed (as noted above), your dealership will then receive an answerback, and the packing and shipping process will begin from Pontiac (75) and then shipped through your local cross-dock. The lead time from order placement to delivery could take up to 2-6 weeks, so please plan your needs accordingly.

If you're interested in having an order placed for your Dealership, again please contact your DMA.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS