

Product Safety Recall

N202324251 Roof Rail Air Bag Inflator May Rupture



Release Date: May 2022

Revision: 01

Revision Description: The service procedure initial Important and Danger statements have been updated along with clarification for the new (L and R side) part serial number recording information. The WCAP section has also been updated to provide additional information for claim submission. Please discard all previous copies of N202324251.

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.

Vehicles involved in this recall were placed on stop delivery November 25, 2020, for GM recall N202309680/N202309681/N202309682 (NHTSA recall 20V736; Transport Canada recall 2020-576). On July 1, 2021, these vehicles were moved to safety recall N202324251 with additional population which were also placed on stop delivery. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

IMPORTANT: Both the left and right front and rear row seat RRAB modules MUST be replaced to close this recall.

IMPORTANT: Vehicles involved in recall N202309683 for Export and Mexico will be closed 4/21/22 and affected vehicles will now show under this safety recall.

Important: The initial supply of parts 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. Additional States and Canada will be added as more parts become available.

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 | | |
| Chevrolet | Silverado 1500 | 2015 | 2016 | | |
| | Silverado 2500/3500 | 2015 | 2016 | | |
| GMC | Sierra 1500 | 2015 | 2016 | | |
| | Sierra 2500/3500 | 2015 | 2016 | | |

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.

| | |
|-------------------|---|
| Condition | General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015–2016 model year Chevrolet Silverado and GMC Sierra vehicles. In these vehicles, the roof-rail airbag (“RRAB”) inflators, which are located on the left- and right-side roof rails above the headliner, may contain a manufacturing defect that may result in inflator end cap separation or inflator sidewall split. If the end cap separates from the RRAB inflator or a sidewall rupture occurs, the compressed gas will escape from the inflator and the end cap or other components can be propelled into the vehicle, potentially causing an occupant injury if the vehicle is occupied. |
| Correction | Dealers are to replace left and right front and rear row seat RRAB modules. |

Parts

| Quantity | Part Name | Part No. |
|----------|--------------------------|----------|
| 1 | AIRBAG KIT, FRT ROW R/RL | 85578042 |
| 1 | AIRBAG KIT, FRT ROW R/RL | 85578043 |
| 1 | AIRBAG KIT, FRT ROW R/RL | 85578044 |

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which airbag assemblies to order.

IMPORTANT: This airbag kit contains the left and right roof rail airbag assemblies as well as the trim tether clips required for this repair.

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Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Order parts on a CSO = Customer Special Order only. DRO’s and SPACs may be cancelled. **All orders will be reviewed prior to being filled.** Parts may have quantity limiters in effect.

IMPORTANT: 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.

REMINDER: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **ONLY as CSO = Customer Special Order.** Please do not place orders as SPAC it will delay shipment of the order. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|---|---------------------|-------------|----------|
| 9105596 | Left and Right Roof Side Rail Airbag Replacement - Canada, US, and Mexico ONLY (Includes Deployment/Disposal) ADD: Cool Vehicle Interior to Specified Temperature | - 3.1 0.1-0.3 | ZFAT | N/A |
| 9105864 | Left and Right Roof Side Rail Airbag Replacement – EXPORT ONLY (Includes Deployment/Disposal) ADD: Cool Vehicle Interior to Specified Temperature | 3.1 0.1-0.3 | ZFAT | N/A |
| 9105865 | Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY (WCAP ZSET 9800063 - N202309680) * | N/A | ZFAT | ** |
| 9105866 | Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY (WCAP ZSET 9800064 - N202309681) * | N/A | ZFAT | ** |
| 9105867 | Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY (WCAP ZSET 9800065 - N202309682) * | N/A | ZFAT | ** |
| 9105868 | Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY (WCAP ZSET 9800075 - N202324251) * | N/A | ZFAT | *** |

Note: To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

IMPORTANT: * Dealers are to verify (1) the appropriate number of days to claim for WCAP and (2) under which bulletin to claim, by checking the VIN in IVH. For example: If the VIN was included in the original bulletin (eg. N20230968x), the IVH status will be "closed" for that bulletin and "open" for N202324251. VINs that were added in July 2021 under bulletin N202324251 will not display any of the previous bulletins (eg. N20230968x) in IVH.

ORIGINAL POPULATION NOVEMBER 2020

Note: USA & Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor codes 9800063/9800064/9800065, provided in the dealer message sent on December 9, 2020 (USA) or (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

** **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (**November 25, 2020**) to the date the inspection or repair closed the recall bulletin. (Not to exceed 515 days).

ADDED POPULATION JULY 2021

Note: USA & Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code 9800075, provided in the dealer message sent on July 15, 2021 (USA) or (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

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*** **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (**July 1, 2021**) to the date the inspection or repair closed the recall bulletin. (Not to exceed 298 days).

| Vehicle | Working Capital Assistance Reimbursement Amount | |
|-------------------------------|---|---------|
| | USA | Canada |
| 2015 Chevrolet Silverado 1500 | \$7.06 | \$14.33 |
| 2015 Chevrolet Silverado 2500 | \$6.81 | \$14.10 |
| 2015 Chevrolet Silverado 3500 | \$6.81 | \$15.46 |
| 2016 Chevrolet Silverado 1500 | \$6.64 | \$15.96 |
| 2016 Chevrolet Silverado 2500 | \$15.83 | \$19.98 |
| 2016 Chevrolet Silverado 3500 | \$15.83 | \$21.27 |
| 2015 GMC Sierra 1500 | \$7.95 | \$15.08 |
| 2015 GMC Sierra 2500 | \$7.23 | \$17.85 |
| 2015 GMC Sierra 3500 | \$7.23 | \$19.35 |
| 2016 GMC Sierra 1500 | \$7.51 | \$17.58 |
| 2016 GMC Sierra 2500 | \$16.83 | \$20.44 |
| 2016 GMC Sierra 3500 | \$16.83 | \$21.88 |

Required - Roof Rail Airbag Serial Number Recording for all markets except Canada, US, and Mexico

IMPORTANT: * (TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING REQUIREMENT. The replacement left and right roof rail airbag assembly serial numbers must be captured by the technician and recorded on the job card. The Warranty Administrator **MUST** enter the replacement left and right roof rail airbag assembly serial numbers in GWM (Global Warranty Management) or in DMS (Dealer Management System). Enter the serial number of the **replacement RIGHT roof rail airbag** in the 'Labor Operation Dependency Code' field (1) per the screen above. Enter the **serial number of the LEFT roof rail airbag** in the 'General Comments' comments section. Failure to enter these serial numbers will cause the claim to reject.



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Labour Time [\[Top\]](#)

Labour Operation Code:

Module Replacement

Additional labour op code information:

Serial Number:

Base Labour Time:

Set Up Time:

Additional Time:

Paint Mix Time:

Administration Time:

Diagnosis Time:

Other Labor Operation Code

Other Labour Time



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Pricing Requested [\[Top\]](#)

| | |
|--------------------|------------------|
| Labour | to be calculated |
| Parts | to be calculated |
| Parts Handling | to be calculated |
| Net Item Total | to be calculated |
| Taxes - Labour | to be calculated |
| Taxes - Parts | to be calculated |
| Taxes - Net Items | to be calculated |
| Taxes - Deductible | to be calculated |
| Taxes Total | \$ |

Customer/Service Agent

Participation Amount

Transaction Total (USD)

to be calculated

Authorization/Comments Section [\[Top\]](#)

General Comments

Comments

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Required - Roof Rail Airbag Serial Number Recording for Canada, US, and Mexico

The replacement left and right roof rail airbag assemblies require the serial numbers be recorded. A new process called Replacement Part Traceability (RPT) is being rolled out in conjunction with this recall.

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Overview of RPT

IMPORTANT NOTE: Since there are 2 new parts being installed for this recall remedy, you are **REQUIRED** to use RPT to:



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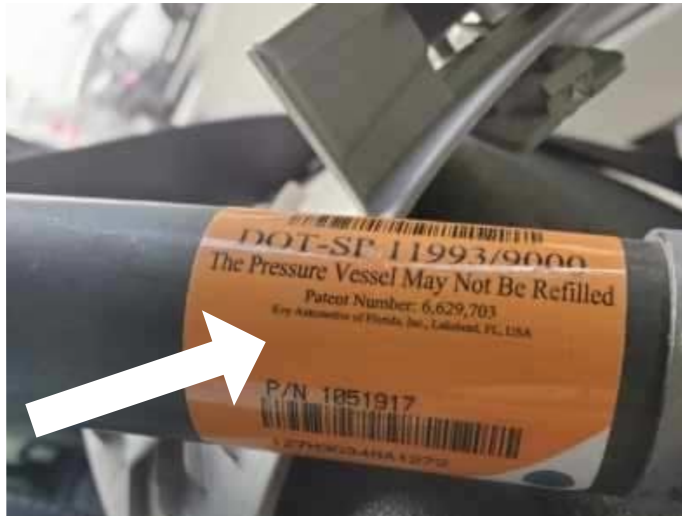


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Record the serial number on each of the white airbag labels.

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Do Not record the serial number (orange label) on the inflator.

- Scan the VIN and scan new LH part (barcode or QR code) on the airbag and submit.
- Then, repeat - Scan the VIN again and scan new RH part (barcode or QR code) on the air bag and submit again.

Failure to submit these serial numbers by RPT may cause the claim to reject.

Replacement Part Traceability (RPT) is a new dealer process to document and track critical part serial numbers via the Certified Service Mobile Toolbox (CSMT) application. A field action, service bulletin, or other communication will be issued any time there is a request for technicians to complete an RPT submission. Only critical parts will require an RPT, not every part replacement.

Submitting an RPT request is done using the RPT tool within the CSMT app. Technicians simply scan the VIN of the vehicle and the traceability barcode (barcode or QR code) of the new part being installed on the vehicle. Once scanned, the information is submitted through the CSMT app and stored in a GM database. That's the end of the process.

The free CSMT app, which also includes the Field Product Reporting and Pre-Repair Authorization tools, is available on the Google Play Store (Android devices) and the App Store (Apple devices).

By scanning critical part numbers using the Replacement Part Traceability function, GM will be able to reference replaced parts in the future. The exact parts that are on a vehicle will be known, even after a service part replacement.

The RPT process also simplifies the repair and claim submission processes. It eliminates the need of having technicians write down the 16-character serial number on the job card and for warranty administrators to input the serial number into GWM or DMS.

Refer to **TSB 22-NA-070** for specific information on downloading the App to your mobile phone and how to submit the claim.

Service Procedure

IMPORTANT: Undeployed airbag inflators are regulated as dangerous goods and all service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

DANGER: Subject to the next sentence, the removed airbag assemblies should be deployed immediately upon removal from the vehicle following the Inflatable Restraint Module Handling and Scrapping Instructions in SI. If this is not possible due to International, Federal, State, Provincial, and/or Local Laws, and/or if your dealership uses a third-party disposal service, the undeployed airbags must MUST be stored as follows: In a specifically designed, dedicated container located in a temperature-controlled environment that does not exceed 90 Deg. F (32 Deg. C) until proper disposal arrangements are made.

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CAUTION: The interior temperature of the vehicle must be 90 Deg. F (32 Deg. C) or less while performing this repair. This temperature must be attained 20 minutes before the repair begins and maintained during the entire repair.

Vehicle Preparation Steps

1. If the ambient temperature or sun load have created a potential vehicle interior temperature in excess of 90 Deg. F (32 Deg. C), use the following steps to measure and if required, reduce the interior temperature.
2. Using an infrared thermometer, measure the temperature of the headliner in the center of the vehicle, use care to not aim the beam near a dome lamp.
 - If the vehicle interior temperature is less than 90 Deg. F (32 Deg. C) no further action is required, proceed to the repair steps.
 - If the vehicle interior temperature is in excess of 90 Deg. F (32 Deg. C) reduce the interior temperature before beginning the repair. This may be accomplished by parking the vehicle in a controlled environment or by running the vehicle air conditioning. If the vehicle needs to be cooled, THE BEGINNING TEMPERATURE MUST BE DOCUMENTED ON THE JOB CARD in order to claim the ADD time for cooling the vehicle.

Service Procedure Steps

IMPORTANT: See the Roof Rail Airbag Serial Number Recording section above before installing the roof rail airbag assemblies.



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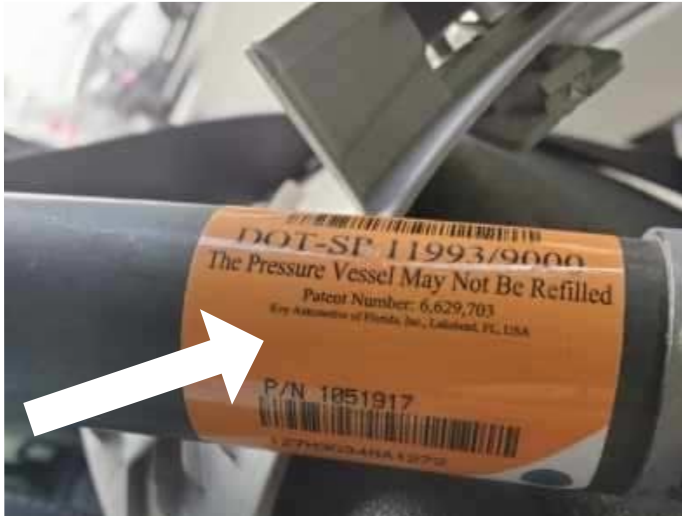


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Record the serial number on each of the white airbag labels.

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DO NOT record the serial number (orange label) on the inflator.

1. Replace the left and right front and rear row seat roof rail airbag. Refer to *Front and Rear Row Seat Roof Rail Airbag Replacement* in SI.
2. Handle the removed airbag modules as follows:

Scrap the airbag modules. **The removed airbag assemblies must be deployed immediately upon removal from the vehicle.** Refer to *Inflatable Restraint Module Handling and Scrapping* 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/repared 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 required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

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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 has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

May 2022

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2015-2016 model year Chevrolet Silverado and GMC Sierra vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N202324251.
- You may have received notification that your vehicle was involved with GM Safety Recall N202309680 / N202309681 / N202309682 (NHTSA 20V736). Vehicles in that recall will be addressed under Safety Recall N202324251.
- This letter is to inform you that parts are now available to repair your vehicle under N202324251.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled? In these vehicles, the roof-rail airbag (“RRAB”) inflators, which are located on the left- and right-side roof rails above the headliner, may contain a manufacturing defect that may result in inflator end cap separation or inflator sidewall split. If the end cap separates from the RRAB inflator or a sidewall rupture occurs, the compressed gas will escape from the inflator and the end cap or other components can be propelled into the vehicle, potentially causing an occupant injury if the vehicle is occupied.

What will we do? Your GM dealer will replace suspect left and right side RRAB modules. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 3 hours and 20 minutes.

What should you do? You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions? If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

| Division | Number | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Chevrolet | 1-800-630-2438 | 1-800-833-2438 |
| GMC | 1-866-996-9463 | 1-800-462-8583 |
| Puerto Rico – English | 1-800-496-9992 | |
| Puerto Rico – Español | 1-800-496-9993 | |
| Virgin Islands | 1-800-496-9994 | |

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free

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Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153) or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V504.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems

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