

Product Safety Recall

N212342780 Improper Roof Rail Airbag Deployment



Release Date: September 2021 **Revision:** 01
Revision Description: This bulletin has been updated to add the customer letter. Please discard all previous copies of N212342780.

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.

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		
Cadillac	CT4	2020	2022		
	CT5				

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 2020 to 2022 model year Cadillac CT4 and CT5 vehicles. In rare cases, the roof rail side airbags in these vehicles may not have been installed correctly during vehicle assembly. The roof rail side airbag may have been assembled into the vehicle with a twist between two of the RRAB attachment points. This condition can exist on either the left side or right side of the vehicle. An incorrectly installed airbag may not deploy properly in a crash. If the roof rail side airbag does not deploy properly, there is increased risk of injury in a crash.
Correction	Dealers will inspect both left- and right-side roof rail airbags and correct the installation if necessary.

Parts

No Parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105601	Inspect Only, No Further Action Required	0.7	ZFAT	N/A
9105602	Reposition Roof Rail Airbag (Includes Inspection)	1.6	ZFAT	N/A

Service Procedure

1. Remove the left and right rear seat assist handles. Refer to *Roof Rail Rear Assist Handle Replacement* in SI.
2. Remove the top attachment bolt on the left and right upper center pillar trim. It is not necessary to disconnect the seatbelt or disarm the SIR system, only pull the trim out far enough to partially lower the headliner. Refer to *Center Pillar Upper Trim Panel Replacement* in SI.
3. Pull down the upper portion of the weatherstrips in all four door openings. Remove only the upper portion of the weatherstrips allowing access to the edge of the headliner in the rear door openings.

IMPORTANT: When performing the following steps, use care to not kink or soil the headliner assembly.

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4. In the rear door opening, slightly pull down the headliner exposing the roof rail airbag.



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Inspection Area

Important: If an air bag twist issue is found per the inspection (which is expected to be a very low occurrence), the technician is **REQUIRED** to take a picture of the condition (before the correction is performed) and attach it to the final job card for any future audit purposes.

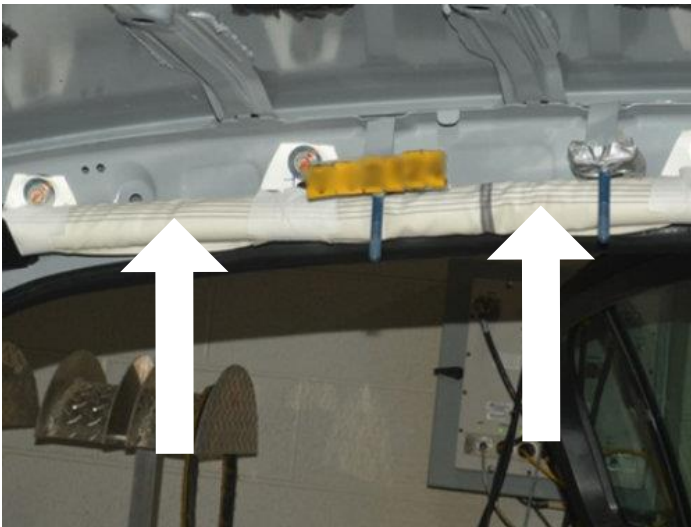
5. Inspect the airbag from the upper quarter panel trim to the center pillar. There are two black plastic ramps, one at each end of the inspection area.

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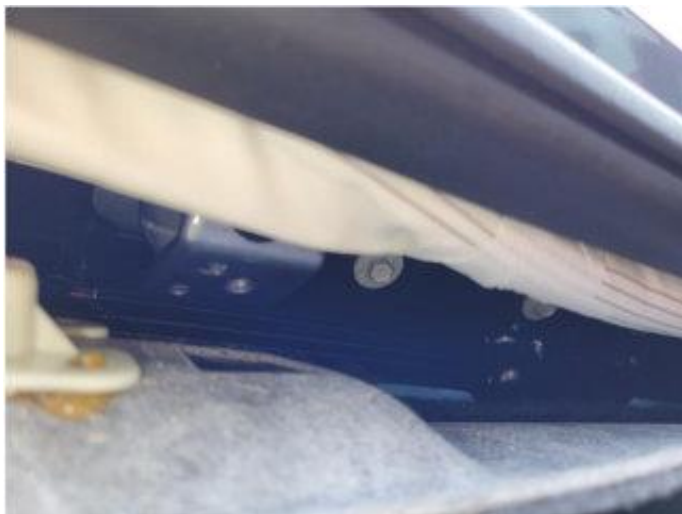
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6. Using a small mechanic's mirror, inspect the black four-line stitching located on the inboard side of the airbag fabric.



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Good Example of Stitching



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Unacceptable Example of Stitching 1



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Unacceptable Example of Stitching 2

7. Ensure the lines are facing inboard, straight, and parallel. Perform this inspection on the right and left side roof rail airbags.
 - If the black airbag stitching is straight, parallel, and facing inboard on both airbags, no further action is required. Reinstall the components removed in steps 1-3 above.
 - If a 360-degree twist is detected, proceed to step 8.
8. Remove the front assist handle on the effected side. Refer to *Roof Rail Assist Handle Replacement* in SI.
9. Remove the windshield garnish molding on the effected side. Refer to *Windshield Garnish Molding Replacement* in SI.
10. Lower the headliner as required to access the roof rail airbag attachments forward of the twist condition.
11. Disarm the SIR system.

WARNING: Follow the SIR warning information contained in the *Front and Rear Row Roof Rail Airbag Replacement* section in SI.

CAUTION: The threaded airbag fasteners have washers that retain the bolt to the airbag. It is important to keep track of these washer and prevent them from dropping into the interior trim or headliner. They can be discarded; they are only used as an assembly aid at the factory. Loose hardware may be Dangerous in the event of an airbag deployment.

12. Remove all roof rail airbag push pin and threaded fasteners forward of the twist condition. Refer to *Front and Rear Row Roof Rail Airbag Replacement* in SI.
13. Straighten the twist condition using the black stitch lines for reference.
14. Reinstall the roof rail airbag push pin and threaded fasteners in sequence, from rear to front. Verify the black four-line stitching is straight and parallel after installing each fastener. Refer to *Front and Rear Row Roof Rail Airbag Replacement* in SI.
15. Reinstall the interior trim components and weatherstrips. Refer to the appropriate sections in SI.
16. Rearm the SIR system.

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

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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/repaired 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.

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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

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

September 2021

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 2020 to 2022 model year Cadillac CT4 and CT5 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 N212342780.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The roof rail side airbags in these vehicles may not have been installed correctly during vehicle assembly. The roof rail side airbag may have been assembled with a twist between two of the RRAB attachment points. This condition can exist on either the left or right side of the vehicle. An incorrectly installed airbag may not deploy properly in a crash. If the roof rail side airbag does not deploy properly, there is an increased risk of injury in a crash.

What will we do?

Your GM dealer will inspect both left- and right-side roof rail airbags and correct the installation, if necessary. This service will be performed for you free of charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately one hour and 45 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.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-333-4223	1-800-833-2622
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 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 21V611.

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