

**Frequently Asked Questions (FAQs) for Safety Recall N212328760  
Front Passenger Airbag Takata Inflator – Priority Group 6**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

**Q1) Which vehicles are involved?**

A1) Certain 2007 – 2011 model year Cadillac Escalade, Escalade ESV, Escalade EXT, Chevrolet Avalanche, Silverado 1500, Suburban, Tahoe, GMC Sierra 1500, Sierra 2500/3500, Yukon, Yukon XL and certain 2008 - 2011 Chevrolet Silverado 2500/3500 vehicles.

**Q2) What is the issue or condition?**

A2) TK Holdings Inc. (“Takata”) has decided that a defect which relates to motor vehicle safety exists in the passenger-side frontal airbag inflators installed as original equipment in certain 2007 to 2014 model year Cadillac Escalade, Escalade ESV, and Escalade EXT vehicles; certain Chevrolet Avalanche, Silverado 1500, Silverado 2500/3500, Suburban, and Tahoe vehicles; and certain GMC Sierra 1500, Sierra 2500/3500, Yukon, and Yukon XL vehicles. The determination was made that the propellant in these inflators may degrade after long-term exposure to high humidity and temperature cycling, which could cause the inflator to rupture during a deployment.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

A3) None

**Q4) What is the remedy/repair?**

A4) Dealers will replace the passenger-side frontal airbag inflator.

**Q5) What is the safety risk?**

A5) GM's six-year engineering investigation demonstrated that the front-passenger airbag inflators in these vehicles will continue to operate safely. We will begin a cadenced process to notify customers when they should see their dealers for repair based on age of vehicles and geographic location.

**Q6) Does the customer have to pay for this remedy/repair?**

A6) No, this inspection/repair will be done at no cost to the customer.

**Q7) Is the remedy/repair available now?**

A7) Yes, parts are now available to support the repair of all vehicles including heavy-duty pickup vehicles for Priority Group 6. Please see the attached bulletin for details.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

A8) If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for

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field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>. Owners may also visit [gmtakataairbag.com](http://gmtakataairbag.com).

- Q10) If customers are concerned, can they get a rental car or courtesy transportation?**  
A10) In conjunction with the Takata Air Bag Completion Rate Improvement Program, dealers are authorized to provide alternate transportation to affected vehicle owners while their vehicle is at a GM dealership for performance of this recall. Refer to GM Service Information Bulletin #18-NA-094 for program guidelines.