

Frequently Asked Questions (FAQs) for Safety Recall N212342780 Improper Roof Rail Airbag Deployment

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 2020 to 2022 model year Cadillac CT4 and CT5 vehicles.

Q2) What is the issue or condition?

A2) 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.

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 inspect both left- and right-side roof rail airbags and correct the installation if necessary.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) If the roof rail side airbag does not deploy properly, there is increased risk of injury in a crash.

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, 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 field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.