

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6167
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 19, 2022

Subject: Upcoming Equipment Safety Recall N222364860
Driver Front Airbag Inflator May Rupture

Models: 2011 – 2012 Chevrolet Silverado 1500, Suburban, and Tahoe
2011 – 2012 GMC Sierra 1500, Yukon, and Yukon XL

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming equipment safety recall that involves certain front-driver airbag modules produced for use as service replacements in 2011–2012 model year Chevrolet Silverado 1500, Tahoe, and Suburban vehicles and 2011–2012 model year GMC Sierra 1500, Yukon, and Yukon XL vehicles.

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 until the defect is remedied.

These front-driver airbag modules may contain an inflator that was built with a supplier-manufacturing defect that may result in inflator rupture during deployment. An inflator rupture may cause metal fragments to pass through the airbag and into the vehicle interior, which may result in injury or death to vehicle occupants.

Parts are not currently available, but when parts are available, dealers are to inspect the front-driver airbag module and replace if necessary.

Dealer Notification Instructions. Because this equipment recall involves equipment/parts also sold over-the-counter, dealers must search their sales records for over-the-counter sales and provide the recall notice to the purchaser. For recalled equipment sold as a dealer-installed option at the time of vehicle purchase; these VINs will be available on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system and GM will contact these customers.

Please search your part-sales records for over-the-counter sales of the recalled equipment (20928235, 20928242) and send the owner of record the recall notice once the bulletin is released. If the purchaser is a body shop, independent repair shop, or other third-party automotive repair or distribution business, dealers are to contact the entity, obtain the owner's name and address, and send the owner a copy of the letter (which will be included in the bulletin).

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for

demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming May 19, 2022. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
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