

Product Safety Recall

N222364860 Driver Front Airbag Inflator May Rupture



Release Date: February 2024

Revision: 01

Revision Description: This bulletin is being revised to add an additional serial number to the service procedure. Please discard all previous copies of N222364860.

Attention:	<p>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.</p> <p>Vehicles involved in this recall were placed on stop delivery May 19, 2022. 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.</p> <p>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.</p> <p>Important: The requirement information for recording the serial number for BOTH the removed front driver airbag module AND the replacement front driver airbag module is included in this bulletin.</p>
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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 parts inventory and part-sales records for over-the-counter sales of the recalled equipment (part numbers 20928235 & 20928242) and send the owner of record the recall notice attached to this bulletin by first-class mail. 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.

For US dealers only: For dealers with involved vehicles that can be identified by VIN, a listing with the involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided to US dealers through GM GlobalConnect Maxis Field Action Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Only use this report to conduct the recall-related notifications specified in this bulletin and required by law.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2011	2012		
	Suburban				
	Tahoe				
GMC	Sierra 1500				
	Yukon				
	Yukon XL				

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 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. In these vehicles, the 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.
Correction	Dealers are to inspect the front-driver airbag module and replace if necessary.

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Parts

Quantity	Part Name	Part No.
1	Driver Airbag Module	20928235*
1	Driver Airbag Module	20928242*

Note: * Both the removed front-driver airbag module and the replacement front-driver airbag module serial numbers must be submitted with labor code (9106413) AND with job card date of September 16, 2022, or later to avoid claim rejection.

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

IMPORTANT: 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 DRO = Daily Replenishment Order or 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.

Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

For vehicles that are listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106464	Inspect Airbag Serial Number, no further action required	0.3	ZFAT	N/A
9106413*	Replace Steering Wheel Airbag, Includes Return Packaging and Inspection Pickup Truck Utility	0.5 0.6	ZFAT	N/A
9106463	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	***

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

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

For vehicles that are NOT listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106461	Inspect Airbag Serial Number, no further action required	0.3	ZREG	N/A
9106462*	Replace Steering Wheel Airbag, Includes Return Packaging and Inspection Pickup Truck Utility	0.5 0.6	ZREG**	N/A

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

**Because the VIN is not loaded into IVH, the warranty transaction MUST be H-routed for wholesale authorization.

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

Note: USA 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, 9800093, provided in the dealer message sent on July 1, 2022 (USA), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

*** **USA 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 (May 19, 2022) to the date the inspection or repair closed the recall bulletin. (not to exceed 123 days).

Vehicle	Working Capital Assistance Reimbursement Amount
	USA
2011 Chevrolet Suburban	\$4.93
2012 Chevrolet Silverado 1500	\$5.21
2012 GMC Sierra 1500	\$6.29

Important: 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.

Part Serial Number Recording (Warranty Claim Method)

REQUIRED: Part Serial Number Recording (Warranty Claim Method) for all EXPORT markets (For vehicles that are listed in IVH) and for ALL Markets for vehicles that are NOT listed in IVH.

IMPORTANT: (TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING REQUIREMENT. The replacement steering wheel airbag and removed steering wheel airbag assembly serial numbers must be captured by the technician and recorded on the job card. The Warranty Administrator **MUST** enter the serial numbers in GWM (Global Warranty Management) or in DMS (Dealer Management System). Enter the serial number of the **replacement airbag** in the ‘**Labor Operation Dependency Code**’ field (1) per the screen shown. Enter the **serial number of the removed 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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Important: Failure to submit this serial number by RPT may cause the claim to reject.

CSMT for US, Canada, and Mexico ONLY

REQUIRED: Part Serial Number Recording (CSMT RPT Method) for US, Canada, and Mexico ONLY (For vehicles that are listed in IVH)

The steering wheel airbag requires the serial number be recorded. A new process called Replacement Part Traceability (RPT) is being used with this Safety Recall.

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, how to use/submit the new part serial number/QR code information and other related Q and A.

Important: Be sure your version of the Certified Service Mobile Toolbox (CSMT) app for Replacement Part Traceability (RPT) is fully updated before proceeding. If you do not have your device programmed to automatically update apps, you must download the latest version. All users must perform this update to be able to continue to use the tools provided in the application.

HOW TO CHECK THE VERSION OF YOUR OPERATING SYSTEM

- Apple: Settings/General/About/Software Version
- Android: Settings/About Phone/Software Information/Android Version

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If the App is already loaded to your phone, simply:

1. Scan the VIN (door pillar QR code or windshield VIN barcode) and
2. Scan the new part barcode and
3. Check the information and if correct then, Submit.

Important: Failure to submit this serial number by RPT may cause the claim to reject.

Note: Do not discard or destroy the box containing the new steering wheel airbag assembly, it will be used to return the vehicle airbag. **DO NOT DEPLOY ANY AIRBAG.**

Service Procedure

1. Remove the steering wheel airbag assembly. Refer to *Steering Wheel Airbag Replacement* in SI.



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2. Locate the lot number on the back of the airbag inflator.

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- If the lot number **begins with** HISG334, HITG334 OR HIUG333, proceed to step three.
- If the lot number **does not begin** with HISG334, HITG334 OR HIUG333, no further action is required. Record the serial number of the steering wheel airbag. Reinstall the steering wheel airbag assembly. Refer to *Steering Wheel Airbag Replacement* in SI.



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- Record the serial number of the removed Steering Wheel Airbag.
- Record the serial number of the New Service Steering Wheel Airbag.
- Replace the steering wheel airbag assembly. Refer to *Steering Wheel Airbag Replacement* in SI. **Do Not Deploy the AIRBAG.**

Note: The removed steering wheel airbag module **MUST** be defaced on the airbag cover (customer facing side) with a paint pen or permanent marker to prevent it from being reused.

- Return the removed steering wheel airbag assembly. Refer to the *Return Used Airbag Instructions* below.

Return Used Airbag Instructions

IMPORTANT: DO NOT DEPLOY THE AIRBAG. AIRBAGS MODULES MUST BE RETURNED TO AUTOLIV. CONTACT AUTOLIV TO RECEIVE FURTHER INSTRUCTIONS.

Used Steering Wheel Airbag Module Return Instructions for US

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Undeployed airbags are regulated as dangerous goods and all service agents must follow all applicable International, Federal, State, Provincial, and/or Local laws when preparing dangerous goods shipments including but not limited to classification, packaging, marking, labeling, and shipping dangerous goods.

- Check the box that the new airbag module was shipped in for damage and confirm that it still contains the required shipping inserts. If the box is in acceptable condition, place the used airbag module in the “cradle” of the box insert. **A copy of the job card must also be included in the box.** The job card number, repair date, repair mileage and full 17-character VIN must be clearly visible on the job card. Also make sure that the serial numbers of the airbag modules and the used airbag modules are recorded on the job card.
- DO NOT include any other parts or hardware in the box other than the un-deployed airbag module and job card copy. Be sure that all required hazardous material markings and/or labels are still visible and that all non-needed labels are covered or removed.
- Be sure to comply with all hazardous part shipping requirements described in the bulletin. Dealers may also refer to Title 49 of the Code of Federal Regulations, Parts 171 to 180, when shipping any hazardous material.

In the event that the original box can't be reused, dealers will need to acquire proper packaging from available online sources.

Send the Removed Airbag to:

Autoliv
1330 West 3300 South
Ogden UT 84401
ATTN: Jason Hedquist
PH: (801) 625-7602
Email: jason.hedquist@autoliv.com

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/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.

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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 USA & Export

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 – For dealer-installed accessory sales, General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin). For dealer over-the-counter sales, GM dealers will notify customers based on dealer sales-record data.

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**

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IMPORTANT SAFETY RECALL

September 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 2011–2012 model year Chevrolet Silverado 1500, Tahoe, and Suburban vehicles and 2011–2012 model year GMC Sierra 1500, Yukon, and Yukon XL 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 N222364860.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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.

What will we do?

Your GM dealer will inspect the front-driver airbag module and replace if necessary. 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 inspection and service correction time of approximately 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 any 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	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 22E040.

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

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Regina A. Carto
Vice President
Global Product Safety and Systems

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