

Frequently Asked Questions (FAQs) for Equipment Safety Recall N222364860 Driver Front Airbag Inflator May Rupture

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 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.

Q2) What is the issue or condition?

A2) 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.

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 are to inspect the front-driver airbag module and replace if necessary.

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

A5) 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.

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.