



# IMPORTANT SAFETY RECALL

July 2024

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 2014 model year Buick Verano and Chevrolet Cruze 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.

*Previously, you were notified that your 2014 model year Buick Verano or Chevrolet Cruze was involved in GM recall N232408491. This letter provides further instructions to address this recall.*

## IMPORTANT

- Your vehicle is involved in GM recall N232408493.
- Contact Customer Service as directed below.
- This will be addressed at **no charge** to you.
  
- This recall pertains only to the **left-side** roof-rail airbag in your vehicle. The **right-side** roof-rail airbag in your vehicle is being recalled separately under N232425642. You will receive a letter instructing you to contact your dealer for replacement of the **right-side** roof-rail airbag as soon as those parts are available.

### The reason for the recall

In these vehicles, the left and/or right side roof-rail airbag (“RRAB”) inflators, which are located on the roof rails above the headliner, may contain a manufacturing defect that may result in rupture at the inflator weld joint. If the RRAB inflator ruptures at the weld joint, the compressed gas will escape, causing a partial inflation of the RRAB where sharp metal fragments may project from the inflator and enter or exit the vehicle. This can increase the risk of injury if a person is in or around the vehicle during the event.

### What should you do?

Through further investigation and review of manufacturing data, GM has identified certain vehicles within the recall population that do not contain suspect parts and, therefore, do not need to be brought to a dealer for replacement of the left and/or right roof-rail airbag.

To confirm whether your vehicle requires a roof-rail airbag replacement or not, please call Buick Customer Assistance Center or Chevrolet Customer Assistance Center and provide:

- 1) Bulletin Number N232408493
- 2) Your Vehicle Identification Number (VIN)

If you prefer to have a dealer check and confirm your VIN status, schedule an appointment with your GM dealer. The dealer will check and confirm your VIN at **no charge** to you.

**What will we do?**

Once you have called the Customer Assistance Center or visited your GM dealer to confirm that your VIN is **not** among those whose manufacturing records list suspect parts, the recall will be closed and no further action is required.

For vehicles containing suspect parts, owners will receive separate notification and dealers will replace suspect left and/or right side RRAB modules. This service will be performed on those vehicles at no charge. Because of service scheduling requirements, it is likely that the dealer will need the vehicle longer than the actual inspection and service correction time of approximately 30 minutes.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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.

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 23V674.

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

Regina Carto  
 Vice President  
 Global Vehicle Safety and Systems