

Safety Recall

N232404980 Driver Front Airbag Inflator May Rupture



Release Date: January 2025

Revision: 02

Revision Description: This bulletin is being revised to update the return part shipping instructions. Please discard all previous copies of N232404980.

Attention: 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.

Vehicles involved in this recall were placed on stop delivery May 10, 2023. 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.

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.

DO NOT ORDER PARTS FOR SHELF STOCK.

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 (part numbers 23165546, 23165547, 23165548, 23165550, 23165551, 23165553, 23165554, 23165556, 23165557, 20760243 or 20760244) 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		
Buick	Enclave	2014	2017		
Chevrolet	Traverse				
GMC	Acadia				

Owners of 2007-2013 Chevrolet Traverse, Saturn Outlook, Buick Enclave and GMC Acadia vehicles which may have received a service-replacement part from the suspect ARC production period will also receive owner notification letters.

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 2014-2017 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles. In these vehicles, the front-driver airbag inflator may contain 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 will replace the front-driver airbag module.

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Parts

Quantity	Part Name	Part No.
1	AIRBAG ASEM-STRG WHL	*85036122
1	AIRBAG ASEM-STRG WHL	*85036123
1	AIRBAG ASEM-STRG WHL	*85036124
1	AIRBAG ASEM-STRG WHL	*85036129
1	AIRBAG ASEM-STRG WHL	*85036130
1	AIRBAG ASEM-STRG WHL	*85036132
1	AIRBAG ASEM-STRG WHL	*85036133
1	AIRBAG ASEM-STRG WHL	*85036126
1	AIRBAG ASEM-STRG WHL	*85036127
1	AIRBAG ASEM-STRG WHL	*85036136
1	AIRBAG ASEM-STRG WHL	*85036137

Important: *(TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING OF THE REPLACEMENT PART IS REQUIRED per the information in the Service Procedure.

Important: Due to flight restriction for hazardous goods shipments, dealer orders may arrive via FedEx or your normal PDC delivery. Therefore, dealers should order ONLY as DRO = Daily Replenishment Orders. Please do not place orders as SPAC or CSO as all orders will cancel. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility. **DO NOT ORDER parts for shelf stock.**

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

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

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107128	Replace Steering Wheel Airbag Assembly Includes Return Packaging (US, Canada and Mexico ONLY claims) (CSMT RPT Method)	0.5	ZFAT	N/A
9107136	Replace Steering Wheel Airbag Assembly Includes Return Packaging (EXPORT ONLY) (Warranty Claim Method)	0.5	ZFAT	N/A
9107129	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	*

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
9107132	Replace Steering Wheel Airbag, Includes Return Packaging (Warranty Claim Method)	0.5	ZREG**	N/A

Important: *(TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING OF THE REPLACEMENT PART IS REQUIRED per the information in the Service Procedure.

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

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

Note: USA & Canada 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, 9800107, provided in the dealer message sent on May 30, 2023 (USA) or May 30, 2023 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

* **USA & Canada Dealers 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

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days from the date of the stop sale/stop delivery order May 10, 2023 (or when the VIN entered your Used Vehicle Inventory) to the date the VIN was placed in "OPEN" status in IVH (per below). For additional information, refer to the Service Policies & Procedures Manual for WCAP eligibility guidelines and application instruction.

Vehicle	Working Capital Assistance Program Reimbursement Amount	
	USA	Canada
2014 Buick Enclave (Open in IVH September 3 2024)	\$4.30	\$7.25
2015 Buick Enclave (Open in IVH March 13, 2024)	\$5.05	\$7.94
2016 Buick Enclave (Open in IVH September 3 2024)	\$5.80	\$9.06
2017 Buick Enclave (Open in IVH September 3 2024)	\$6.74	\$10.56
2014 Chevrolet Traverse (Open in IVH September 3 2024)	\$4.13	\$6.65
2015 Chevrolet Traverse (Open in IVH March 13, 2024)	\$5.20	\$7.77
2016 Chevrolet Traverse (Open in IVH September 3 2024)	\$5.79	\$7.85
2017 Chevrolet Traverse (Open in IVH September 3 2024)	\$7.55	\$10.48
2014 GMC Acadia (Open in IVH September 3 2024)	\$4.80	\$7.38
2015 GMC Acadia (Open in IVH March 13, 2024)	\$5.71	\$7.81
2016 GMC Acadia (Open in IVH September 3 2024)	\$6.54	\$9.02
2017 GMC Acadia (Open in IVH September 3 2024)	\$8.43	\$10.77

Replacement Part Serial Number Recording (Warranty Claim Method)

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.

REQUIRED: Replacement 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.

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Important: (TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING REQUIREMENT. The replacement steering wheel airbag serial number 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 per the screen shown.

Labour Time [\[Top\]](#)

Labour Operation Code: _____

Module Replacement

Additional labour op code information:

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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CSMT for US, Canada, and Mexico ONLY

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

The replacement 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.

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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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Note: DO NOT SCAN THE QR CODE ON THE SIDE OF THE AIRBAG MODULE. SCAN THE INFLATOR SERIAL NUMBER BARCODE ON THE BACK OF THE AIRBAG MODULE AS PICTURED ABOVE.

Note: Scanning the Inflator Serial Number Barcode will not populate all fields within the CSMT app. THE REMAINING FIELDS ARE NOT REQUIRED FOR THIS FIELD ACTION.

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.

Service Procedure for Airbag Replacement in All Markets

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

1. Remove the Steering Wheel Airbag Assembly. Refer to *Steering Wheel Airbag Replacement* in SI.
2. Record the serial number on the New Service Steering Wheel Airbag as described above.
3. Install the NEW Steering Wheel Airbag Assembly. Refer to *Steering Wheel Airbag Replacement* in SI. **DO NOT DEPLOY THE OLD 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.

4. Return the removed Steering Wheel Airbag Assembly. Refer to *Return Used Airbag Instructions* below.

Temporary Storage of Used Airbags

Temporary storage of used Airbags may be necessary. When storing used Airbags, store in a secure location indoors, in a dry and temperature controlled area. **DO NOT STORE RETURNABLE AIRBAGS NEAR ANY SOURCES OF WATER.**

Packing Instructions:

1. Confirm the original box is not damaged, allowing it useable to return ship. If a new box is required contact: scfieldaction.14305@rxo.com for a replacement box. There should be enough bubble wrap that the part will not shift during transport.



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2. Wrap the airbag module in the bubble wrap from the original packaging.
3. Place the airbag module in the center of the box on top of bubble wrap.

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4. Place original bubble wrap around the airbag module to prevent movement inside the box.
Closure Instructions:



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5. Use box sealing tape.
- Confirm flaps are flush prior to taping.

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6. Compliance checks on box

- Confirm UN Specification number is in the upright position.
- DO NOT COVER “Up Arrows” and “Handle with Care” Markings.
- DO NOT COVER UN Package specification markings.
- Confirm the Class 9 label is not damaged or covered.

Important: DO NOT STORE RETURN AIRBAGS NEAR ANY SOURCES OF WATER.

Return Used Airbag Instructions

Important: DO NOT DEPLOY THE AIRBAG. AIRBAGS MODULES MUST BE RETURNED.

Airbag Inflator and Module Returns LTL Shipping Instructions (Continental US instructions ONLY)

Important: 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.

Note: 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.

Important: DO NOT include any other parts or hardware in the box other than the un-deployed airbag module. Be sure that all required hazardous material markings and/or labels are still visible and that all non-needed labels are covered or removed.

Note: DO NOT use the FedEx return labeling that may be included in the new Airbag Module box. The return instructions below are to be followed.

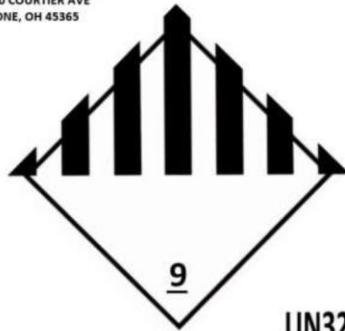
1. For Domestic pick ups, Please EMAIL scfieldaction.14305@rxo.com to arrange pickup and receive the required shipping documentation. If the replacement Airbag Module box has FedEx return labeling instructions, please disregard and follow the return instructions below. If replacement packaging is needed for parts return, please send an e-mail with your request to the same address – scfieldaction.14305@rxo.com
 - If you do not receive a response from an RXO logistics specialists within 48 to 72 hours, then you may utilize the escalation number, (210) 317-6436 for further assistance.
2. Shipping Document instructions:
 - RXO will email the required Pallet Label to be affixed to each pallet of used airbag modules.

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Consignor:
NEW LEAF
610 COURTIER AVE
SIDNE, OH 45365

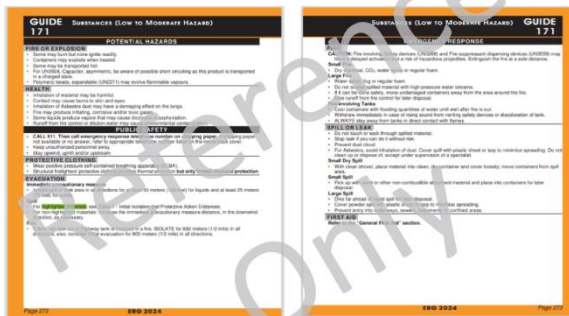


UN3268
OVERPACK SAFETY DEVICES

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- RXO will email the required Overpack label to be affixed to each pallet of used airbag modules.
- RXO will email the Bill of Lading (BOL). Print two copies of the BOL, one copy to provide to the LTL driver and one copy to keep for your records.

UN3268, Safety devices, 9; UN3363, Dangerous goods in apparatus, 9



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- RXO will email the required Emergency Response Guide (ERG) document. Provide this document to the LTL driver.

3. Packing Instructions:

Important: DO NOT DEPLOY THE AIRBAG. AIRBAGS MODULES MUST BE RETURNED.



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- Confirm box is in an acceptable condition. Box should have no visible signs of damage and should be capable of withstanding additional transportation.

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- Place the undeveloped airbag inflator or module in the “cradle” of the box insert.

4. Closure Instructions:



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- Close the top box flaps using a piece of shipping tape to fully and securely close the box.

5. New Leaf Return Label Identification:



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- Cut and affix the “New Leaf Label” to each box as shown in the above graphic. DO NOT COVER THE CLASS 9 MARKING.
6. Shipping Instructions – Preparing the Pallet.
- Accumulate and palletize the airbag modules.
 - Pallet must be in acceptable condition capable of holding the return airbag modules during transport.
 - Pallet size must be roughly 48”X48”. DO NOT use a pallet that would allow the return airbag module boxes to hang over the edge of the pallet.



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- Arrange the airbag modules on a pallet in acceptable condition as the above graphic illustrates.
 - 20 boxes per layer – 5 rows / 4 boxes in each row per layer.
 - 5 layers total per pallet (100 Boxes).
 - Shrink-wrap the boxes to the pallet.
 - Affix the over-pack label and pallet label on the side of the pallet. DO NOT PLACE THESE LABELS ON THE TOP OF THE PALLET.
 - If 100 boxes have not been accumulated within a 2-week period, ship a partial pallet, ensuring proper label placement and packaging.
7. Shipping Instructions – Schedule LTL Pickup:
- Upon accumulating 100 packaged Airbag Modules (1 Over-pack pallet), Contact RXO by emailing SCfieldaction.14305@rxo.com
 - Include the following information in the email:
 - Dealer BAC number
 - Dealer Address
 - Quantity of return airbag modules.

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- Email address where shipping documentation can be received
- Request for a lift gate service (if applicable)

8. Shipping Instruction – Ship:

- Give 1 copy of the BOL and 1 copy of the ERG to the driver.
- Retain and archive 1 copy of the BOL for a minimum of 2 years.

Used Steering Wheel Airbag Module Return Instructions for Canada

Note: 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.

Important: DO NOT include any other parts or hardware in the box other than the un-deployed airbag module. Be sure that all required hazardous material markings and/or labels are still visible and that all non-needed labels are covered or removed.

- DO NOT engage in the services outlined in the US Airbag Return instructions. Failure to follow the Canadian normal airbag return process will result in a chargeback to the dealership.
- Print the documents below and follow the return instructions.

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Canada Only – “FLASHER”

“Driver Airbag Inflator Rupture - RECALL # N232404980” Part Number - _____

To complete the Flasher, please fill out the information below and then make a photocopy of the document. Insert the original completed Flasher along with a copy of the R.O. in the return box with the suspect inflator removed from the vehicle. Securely tape a photocopy of the completed Flasher to the top of the box. With a marker, clearly write the recall number on the outside of the return box beside the Flasher. This product may be moving long distances to the consolidation point therefore, please ensure the Flasher stays intact on the outside of the box.

IMPORTANT: The return box must contain the completed Flasher, a copy of the R.O. and the suspect inflator removed from the vehicle.

VIN (17 Characters): _____

2014-2017 Buick Enclave, Chevrolet Traverse, GMC Acadia (specify) _____

Repair Order Number: _____

Dealer Code: _____

Canadian Dealers: Airbag returns for recall N232404980 are to be processed through your normal return process. No return tag/credit will be issued for these returned airbags.

Do NOT engage in the services outlined in the US Airbag Return Instructions. Failure to follow the Canadian normal airbag return process will result in a chargeback to the dealership.

Canada seulement – « CARTE INDICATRICE »

« RAPPEL N° N232404980 – Rupture du dispositif de gonflage du sac gonflable du conducteur » Numéro de pièce – _____

Pour remplir la carte indicatrice, veuillez nous fournir les renseignements demandés ci-dessous, puis faire une copie du document. Inclure la carte indicatrice originale dûment remplie avec une copie du bon de réparation dans la boîte de retour avec le dispositif de gonflage suspect retiré du véhicule. Bien fixer en place à l'aide d'un ruban adhésif une photocopie de la carte indicatrice dûment remplie sur le dessus de la boîte. Avec un marqueur, inscrivez clairement le numéro de rappel à l'extérieur de la boîte de retour à côté de la carte indicatrice. Ce produit pourrait parcourir une longue distance jusqu'au point de consolidation; par conséquent, veuillez vous assurer que la carte indicatrice demeure intacte à l'extérieur de la boîte.

IMPORTANT : La boîte de retour doit contenir la carte indicatrice dûment remplie, une copie du bon de réparation et le dispositif de gonflage suspect retiré du véhicule.

NIV (17 caractères) : _____

Buick Enclave, Chevrolet Traverse, GMC Acadia 2014-2017 (préciser) _____

Numéro du bon de réparation : _____

Code du concessionnaire : _____

Concessionnaires canadiens : Les retours de sac gonflable dans le cadre du rappel n° N232404980 doivent être effectués selon votre procédure de retour normale. Aucune étiquette de retour/de crédit ne sera émise pour ces sacs gonflables retournés.

N'effectuez PAS les services décrits dans les instructions de retour des sacs gonflables des États-Unis. Le non-respect du processus canadien de retour des sacs gonflables entraînera une rétrofacturation au concessionnaire.

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Canada Only - "Removed Airbag Return Process - for Recall N232404980 Only"

The following instructions are the return process for the removed airbag as identified in Recall Bulletin N232404980.

IMPORTANT: Do not deploy any airbag. The person packing the removed airbag module must read and follow the instructions below.

Do NOT engage in the services outlined in the US Airbag Return Instructions. Failure to follow the Canadian normal airbag return process will result in a chargeback to the dealership.

Shipping/Handling Instructions:

"Driver Airbag Inflator Rupture - RECALL # N232404980"

Please fill out the information on the Flasher found in the recall bulletin and make a photocopy of it. Insert the original completed Flasher along with a copy of the R.O. in the return box with the suspect inflator removed from the vehicle. Securely tape a copy of the completed Flasher to the top of the box. With a marker, clearly write the recall number on the outside of the return box beside the Flasher. This product may be moving long distances to the consolidation point therefore, please ensure the Flasher stays intact on the outside of the box.

Canadian Dealers: Airbag returns are to be processed through your normal return process.

No return tag/credit will be issued for removed airbags for Recall N232404980.

Do NOT engage in the services outlined in the US Airbag Return Instructions. Failure to follow the Canadian normal airbag return process will result in a chargeback to the dealership.

- 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.
- Complete a PC0302C (302C) form and ensure that the Transportation of Dangerous Goods (TDG) section is completed correctly.
- At time of returns pickup, provide driver with the 302C form with the recalled airbag(s) properly manifested for shipment back to your PDC. (Driver will not pick up any product without this document filled out and signed.)

PDC contact and fax numbers for YOUR Servicing PDCs:

Woodstock	(519) 421-4788	Fax: (519) 421-4766
Edmonton	(780) 451-7013	Fax: 1-866-350-6233
Montreal	(514) 630-6162	
Vancouver	(604) 857-4347	Fax: (604) 857-4402

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Canada seulement – « Processus de retour des sacs gonflables retirés – pour le rappel N232404980 uniquement »

Les renseignements suivants concernent le processus de retour des sacs gonflables retirés, comme indiqué dans le bulletin de rappel N232404980.

IMPORTANT : Ne pas déployer le sac gonflable. La personne qui emballe le module de sac gonflable retiré doit lire et suivre les instructions ci-dessous.

N'effectuez PAS les services décrits dans les instructions de retour des sacs gonflables des États-Unis. Le non-respect du processus canadien de retour des sacs gonflables entraînera une rétrofacturation au concessionnaire.

Directives relatives à l'expédition et la manutention :

« RAPPEL N° N232404980 – Rupture du dispositif de gonflage du sac gonflable du conducteur »

Veillez entrer les renseignements dans la carte indicatrice qui se trouve dans le bulletin de rappel et en faire une photocopie. Inclure la carte indicatrice originale dûment remplie avec une copie du bon de réparation dans la boîte de retour avec le dispositif de gonflage suspect retiré du véhicule. Bien fixer en place à l'aide d'un ruban adhésif une copie de la carte indicatrice dûment remplie sur le dessus de la boîte. Avec un marqueur, inscrivez clairement le numéro de rappel à l'extérieur de la boîte de retour à côté de la carte indicatrice. Ce produit pourrait parcourir une longue distance jusqu'au point de consolidation; par conséquent, veuillez vous assurer que la carte indicatrice demeure intacte à l'extérieur de la boîte.

Concessionnaires canadiens : Les retours de sac gonflable doivent être effectués selon votre procédure de retour normale. Aucune étiquette de retour/de crédit ne sera émise pour les sacs gonflables retirés dans le cadre du rappel N232404980.

N'effectuez PAS les services décrits dans les instructions de retour des sacs gonflables des États-Unis. Le non-respect du processus canadien de retour des sacs gonflables entraînera une rétrofacturation au concessionnaire.

- Les sacs gonflables non déployés sont réglementés en tant que marchandises dangereuses et tous les agents doivent respecter toutes les lois locales, provinciales et internationales applicables lors de la préparation des envois de marchandises dangereuses, ce qui comprend, sans s'y limiter, la classification, l'emballage, le marquage, l'étiquetage et l'expédition de marchandises dangereuses.
- Remplissez le formulaire PC0302C (302C) et assurez-vous que la section sur le transport de marchandises dangereuses (TMD) est remplie correctement.
- Au moment du ramassage, donnez le formulaire 302C au conducteur avec les sacs gonflables faisant l'objet du rappel correctement étiquetés pour qu'ils soient retournés à votre CDP. (Le conducteur ne ramassera pas de produit sans ce document rempli et signé.)

Numéros de téléphone et de télécopieur des CDP :

Woodstock	519 421-4788	Télécopieur : 519 421-4766
Edmonton	780 451-7013	Télécopieur : 1 866 350-6233
Montréal	514 630-6162	
Vancouver	604 857-4347	Télécopieur : 604 857-4402

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Return Airbag Module Instructions for International and locations outside of the Continental United States (APAC, EMEA, Mexico, Hawaii, Alaska, Puerto Rico, SAM, US Virgin Islands)

Important: Ensure your region DOES NOT have a Region-Specific Return Instruction Section below. If your region has a specific return instruction section below, use those instructions instead.

Important: DO NOT DEPLOY THE AIRBAG.

Important: 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.

Note: Undeployed airbags are regulated as dangerous goods and all service agents must follow all applicable International Maritime Dangerous Goods regulations, 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.

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Important: DO NOT include any other parts or hardware in the box other than the un-deployed airbag module. Be sure that all required hazardous material markings and/or labels are still visible and that all non-needed labels are covered or removed.

Note: DO NOT use the FedEx return labeling that may be included in the new Airbag Module box. The return instructions below are to be followed.

1. Contact an RXO USA Representative directly for shipping instructions by emailing [SCTakataRestraintsinternational@rxo.com](mailto: SCTakataRestraintsinternational@rxo.com).
 - If you do not receive a response from an RXO logistics specialists within 48 to 72 hours, then utilize the escalation number, (210) 317-6436 for further assistance.

USED STEERING WHEEL AIRBAG MODULE LABELING AND RETURN INSTRUCTIONS FOR ISRAEL

Note: Replaced airbags will follow the normal UMI parts return process.

All airbag modules replaced for this recall must be immediately returned to UMI's parts delivery center at the following location (Israel Only):

Universal Motors Israel – Parts Delivery Center
Rimon 3 ST
Hevel Modiin Industrial area
Israel
Contact # +97239534444

UNDER NO CIRCUMSTANCES SHOULD A USED AIRBAG BE DEPLOYED OR OTHERWISE TAMPERED WITH PRIOR TO SHIPMENT.

USED AIRBAG LABELING AND RETURN INSTRUCTIONS FOR MIDDLE EAST

Replaced airbags will be returned following directions provided by the local GM Field Action Team.

USED AIRBAG LABELING AND RETURN INSTRUCTIONS FOR ALL OTHER COUNTRIES

1. Follow safe handling and storage until you arrange for disposal return.
2. Follow your local regulations for safe handling, storage, and disposal return.
3. Coordinate with a local waste management service provider to ship return airbag modules to.

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/repared 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

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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.

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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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

February 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 – 2017 model year Buick Enclave, Chevrolet Traverse or GMC Acadia 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.

<p>IMPORTANT</p> <ul style="list-style-type: none"> Your vehicle is involved in GM recall N232404980. Schedule an appointment with your GM dealer. This service will be performed for you at no charge.
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Why is your vehicle being recalled?

In these vehicles, the front-driver airbag inflator may contain 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 replace the front-driver airbag module. 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 service correction time of approximately 35 minutes. Even though your vehicle's airbag may have previously been replaced, further repairs are needed.

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)
Buick	1-800-521-7300	711 / 1-800-833-2438
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 23V334.

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

GM Recall: N232404980