

# #N232413121-01: Safety Recall - Driver Front Airbag Inflator May Rupture - (Jan 23, 2024)

**Subject:** N232413121 – Driver Front Airbag Inflator May Rupture



**Models:** 2013 Chevrolet Volt

<b>Release Date:</b> January 2024	<b>Revision:</b> 01
<b>Revision Description:</b> This bulletin is being revised to add the customer letter. Please discard all previous copies of N232413121.	

<b>Attention:</b>	<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. Vehicles involved in this recall were placed on stop delivery July 27, 2023, under N232413120. 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>This recall must only be completed by Chevrolet EV certified dealers who have met all Volt field action-specific training, tool and equipment requirements, and repairs must be performed by a technician who has successfully completed the required training.</p> <p>For Canadian Dealers: Only Chevrolet Dealers who have signed the Chevrolet Electric Models Agreement and have met all the Chevrolet Volt specific training, tools, and equipment requirements are eligible to complete the repair. Any Dealer unsure of their eligibility status should immediately review with their District Service Manager.</p>
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Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Volt	2013	2013		

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.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2013 model year Chevrolet Volt vehicles. In these vehicles, the front-driver airbag inflator may contain a supplier manufacturing defect that may result in inflator rupture during deployment. In the event of a vehicle crash and
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	the driver air bag is commanded to deploy, the driver airbag inflator may rupture, causing metal fragments to pass through the airbag and into the vehicle interior, which may result in injury or death to vehicle occupants.
<b>Correction</b>	Dealers will replace the front driver airbag module and steering wheel.

**Parts**

Quantity	Part Name	Part No.
1	AIRBAG ASM-STRG WHL	*23170890
1	WHEEL ASM-STRG	**22909522
1	WHEEL ASM-STRG	***22909526

**\*\*WITHOUT RPO UVF**

**\*\*\*WITH RPO UVF**

**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 Oder 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.

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

It is estimated that there are only 28 involved vehicles that will require parts being replaced. 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**

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107099*	Replace Steering Wheel Airbag Assembly	0.7	ZFAT	N/A
9107101	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	**

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

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

**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, 9800109, provided in the dealer message sent on August 10, 2023(USA) or August 10, 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 days from the date of the stop sale/stop delivery order (July 27, 2023) to the date the VIN was placed in "Open" status in IVH. (Maximum Number of days for WCAP is calculated from the "Release Date" on VINs in "Open" Status in IVH).

Vehicle	Working Capital Assistance Program Reimbursement Amount	
	USA	Canada
2013 Chevrolet Volt	\$1.55	\$4.48

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**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**



**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



**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.

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**

- 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.

### **Service Procedure for Airbag Replacement in All Markets**

**Caution:** 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.*

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.  
**Note:** There are different Steering Wheels based on RPO option content. Ensure the correct PN is ordered for the replacement Steering Wheel.
3. Remove and discard the Steering Wheel. Refer to *Steering Wheel Replacement* in SI.
4. Install the NEW Steering Wheel. Refer to *Steering Wheel Replacement* in SI.
5. Install the NEW Steering Wheel Airbag Assembly. Refer to *Steering Wheel Airbag Replacement* in SI. **DO NOT DEPLOY THE OLD AIRBAG.**
6. Return the removed Steering Wheel Airbag Assembly. Refer to *Return Used Airbag Instructions* below.

### **Return Used Airbag Instructions**

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

**USED AIRBAG RETURN INSTRUCTIONS FOR USA ONLY \*\*EXCLUDING HAWAII, ALASKA, AND US VIRGIN ISLANDS\*\***

**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.

**Note:** If you do not receive a response from an RXO logistics specialist within 48-72 hours, utilize escalation number (210) 317-6436 for further assistance.

1. Contact [scfielddaction.14305@rxo.com](mailto:scfielddaction.14305@rxo.com) for documentation and to arrange pickup.

**Important:** DO NOT include any other parts or hardware in the box other than the undeployed 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.

**Note:** 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.

2. 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.
  - If the box IS NOT in acceptable condition, please contact [scfielddaction.14305@rxo.com](mailto:scfielddaction.14305@rxo.com) with the following information: serial number on the original box, list of shipping material needed (replacement box, two part return labels, bill of lading, ERG form), dealer shipping information (contact name, address, phone number).

3. Close the top flap of the box, per instruction on front panel of box, using a 2" wide by 4" long piece of tape to securely close the box.

**Note:** DO NOT cover the class 9 marking on the box.

4. Label the box with the shipping address shown below.

TK SERVICES

1199 Austin Court

Howell, MI 48843

ATTN: Federico Moreno

PH: (586) 876-8327

EMAIL: Federico.moreno@takata.com

## USED AIRBAG RETURN INSTRUCTIONS FOR CANADA



Print the above instructions and follow the return instructions on them.

## **USED AIRBAG RETURN INSTRUCTIONS FOR ALL OTHER COUNTRIES \*\*INCLUDING HAWAII, ALASKA, AND US VIRGIN ISLANDS\*\***

**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.

**Note:** If you do not receive a response from an RXO logistics specialist within 48-72 hours, utilize escalation number (210) 317-6436 for further assistance.

1. Contact [sctakatarestraints\\_international@rxo.com](mailto:sctakatarestraints_international@rxo.com) escalation contact: Miguel Prigadaa Phone: (210) 317-6436 for documentation and to arrange pickup.

**Important:** DO NOT include any other parts or hardware in the box other than the undeployed 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.

**Note:** (for USA states and territories ONLY): 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.

2. 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.
  - If the box IS NOT in acceptable condition, please contact [sctakatarestraints\\_international@rxo.com](mailto:sctakatarestraints_international@rxo.com) with the following information: serial number on the original box, list of shipping material needed (number of replacement boxes needed, part return label, airbag model, and pictures of the airbag if possible), dealer shipping information (contact name, address, phone number).
3. Close the top flap of the box, per instruction on front panel of box, using a 2" wide by 4" long piece of tape to securely close the box.

**Note:** DO NOT cover the class 9 marking on the box

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1199 Austin Court

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ATTN: Federico Moreno

PH: (586) 876-8327

EMAIL: Federico.moreno@takata.com

### **Dealer Responsibility — For US and Export (US 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 Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation 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. 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 recall 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 recall 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.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

### **IMPORTANT SAFETY RECALL**

January 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 2013 model year Chevrolet Volt 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 recall N232413121.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

<b>Why is your vehicle being recalled?</b>	In these vehicles, the front-driver airbag inflator may contain a supplier manufacturing defect that may result in inflator rupture during deployment. In the event of a vehicle crash and the driver air bag is commanded to deploy, the driver airbag inflator may rupture, causing metal fragments to pass through the airbag and into the vehicle interior, which may result in injury or death to vehicle occupants.
<b>What will we do?</b>	Your GM dealer will replace the front driver airbag module and steering wheel. This service will be performed for you at <b>no charge</b> . Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately an hour.
<b>What should you do?</b>	You should contact your GM dealer to arrange a service appointment as soon as possible. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.
<b>Do you have questions?</b>	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. 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.

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Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	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	
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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 23V516.

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 A. Carto

Vice President

Global Product Safety and Systems

GM Recall: N232413121

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION