N232413121 Driver Front Airbag Inflator May Rupture



Release Date: December 2023 Revision: 00

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 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.

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.

This recall must only be completed by Chevrolet EV certified dealers who have met all Volt field actionspecific training, tool and equipment requirements, and repairs must be performed by a technician who has successfully completed the required training.

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.

		Model Year			
Make	Model	From	То	RPO	Description
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.

Condition	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 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.
Correction	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.

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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.)

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

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.

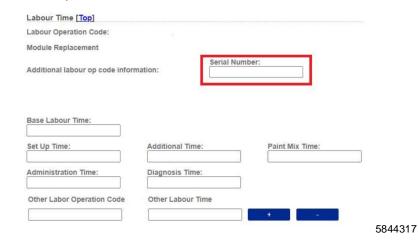
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Important: (TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING REQUIREMENT. The replacement steering wheel airbag serial number must be captured by the technician and recorded on the job card. The Warranty Administrator MUST enter the serial 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.



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).

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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.

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.

- 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.

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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.
- 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 scfieldaction.14305@rxo.com for documentation and to arrange pickup.

Important: 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.

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 scfieldaction.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

N232413121 Driver Front Airbag Inflator May Rupture



	Canada Only – "FLASHER"
	"Driver Airbag Inflator Rupture - RECALL # N232413121" Part Number
Insert the origi	ne Flasher, please fill out the information below and then make a photocopy of the document. nal completed Flasher along with a copy of the R.O. in the return box with the suspect inflator
marker, clearly	the vehicle. Securely tape of photocopy of the completed Flasher to the top of the box. With a write the recall number on the outside of the return box beside the Flasher. This product may be stances to the consolidation point therefore, please ensure the Flasher stays intact on the outside
IMPORTANT: T the vehicle.	he return box must contain the completed Flasher, a copy of the R.O. and the suspect inflator removed from
VIN (17 Charac	ters):
2013 Buick Ver	ano, Chevrolet Camaro, Sonic, Trax, Volt (specify)
Odometer read	ing:
Repair Order N	umber:
Dealer Code: _	
Canadian Deali return tag/cred	ers: Airbag returns for recall N22413121 are to be processed through your normal return process. it will be issued for these returned airbags. Canada seulement – « CARTE INDICATRICE »
- DAPPEI	N° N232413121 – Rupture du dispositif de gonflage du sac gonflable du conducteur s
***************************************	Numéro de pièce –
copie du docu dans la boîte ruban adhésif marqueur, ins indicatrice. Ce	s carte indicatrice, veuillez nous fournir les renseignements demandés ci-dessous, puis faire une ment. Inclure la carte indicatrice originale d'ûment remptie avec une copie du bon de réparation de retour avec le dispositif de gonflage suspect retrie du véhicule. Bein fixer en place à raide d'u une photocopie de la carte indicatrice d'ûment remptie sur le dessus de la bolie. Avec un roivez clairement le numéro de rappe la l'extérieur de la boite de retour à côté de la carte produit pourrait percourir une longue distance jusqu'au point de consolidation; par conséquent, assurer que la carte indicatrice demeure intacté à l'extérieur de la boîte.
	La boîte de retour doit contenir la carte indicatrice dûment remplie, une copie du bon de réparation et le nflage suspect retiré du véhicule.
NIV (17 caract	ères):
Buick Verano,	Chevrolet Camaro, Sonic, Trax, Volt 2013 (préciser)
Lecture du co	npteur kilométrique :
Numéro du bo	n de réparation :
Code du conc	essionnaire :
effectués selo	ires canadiens : Les retours de sac gonflable dans le cadre du rappel n° N232413121 doivent être nouve procédure de retour normale. Aucune étiquette de retouride crédit ne sera émise pour ces s retournés:

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Canada Only - "Removed Airbag Return Process - for Recall N232413121 Only"

The following instructions are the return process for the removed airbag as identified in Recall Bulletin N232413121.

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

Shipping/Handling Instructions:

"Driver Airbag Inflator Rupture - RECALL # N232413121"

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 of 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 N232413121.

- 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 sirbag(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) 536-7410
 Fax: (519) 536-7409

 Edmonton (780) 451-7019
 Fax: 1-886-350-2233

 Montreal
 (514) 630-8162
 Fax: (514) 630-7362

 Vancouver
 (604) 857-3437
 Fax: (604) 857-4402

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Expédition de retour N232413121 - Canada - Français (décembre 2023)

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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 <u>sctakatarestraints international@rxo.com</u> 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 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.

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 scrakatarestraints 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.

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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

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 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 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.

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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.