

# Safety Recall

## N232408493 Roof Rail Airbag Inflator May Rupture



Release Date: June 2024

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.

Dealers were initially notified per Stop Delivery N232408490 (both sides), N232408491 (left side), N232408492 (right side) on September 20, 2023. Through further investigation and review of manufacturing data, GM has identified certain vehicles within the recall population that do not contain suspect parts and, therefore, do not need to be brought to a dealer for replacement of the left and/or right roof-rail airbag. These vehicles have been moved this bulletin N232408493.

This bulletin N232408493 contains an inspection procedure for both dealer inventory and customer vehicles. Vehicles that pass this inspection procedure can be delivered and closed using the "VIN Validation Inspection – VIN is in IVH, No Further Action Required" labor code 9107422. If a vehicle does not pass the inspection, submit Field Product Report and submit labor code 9107423.

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 VIN Validation Inspection has been completed - Verify the VIN does appear in Investigate Vehicle History (IVH) as OPEN under this recall number (N232408493) then, the recall can be closed.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Verano	2014	2014		
Chevrolet	Cruze				

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 2014 model year Buick Verano and Chevrolet Cruze vehicles. In these vehicles, the left and/or right side roof-rail airbag ("RRAB") inflators, which are located on the roof rails above the headliner, may contain a manufacturing defect that may result in rupture at the inflator weld joint. If the RRAB inflator ruptures at the weld joint, the compressed gas will escape, causing a partial inflation of the RRAB where one or more sections of the inflator may enter or exit the vehicle. This may potentially cause injury if a person is in or around the vehicle during the event.
<b>Correction</b>	Through further investigation and review of manufacturing data, GM has identified certain vehicles within the recall population that do not contain suspect parts and, therefore, do not need to be brought to a dealer for replacement of the left and/or right roof-rail airbag.  Customers can call the Customer Assistance Center, or Dealers can perform the VIN Validation Inspection (per below)  Dealers will perform the VIN Validation Inspection (per the service procedure below) – Verify the VIN does appear in Investigate Vehicle History (IVH) as OPEN under this recall number (N232408493) then, the recall can be closed.

### Parts

No parts required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107422*	VIN Validation Inspection – VIN is in IVH for N232408493, No Further Action Required	0.2	ZFAT	N/A
9107423	VIN Validation Inspection – VIN is NOT IVH for N232408493, Submit Field Product Report (per procedure below)	0.2	ZREG	

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\* Only use for vehicles that pass inspection.

### Service Procedure

**Vehicle Information**

VIN: \_\_\_\_\_ Model: \_\_\_\_\_  
Service Contracts and Subscriptions: [Yes](#) Branded Title: [Yes](#) Warranty Block: [Yes](#) PDI Status: [Yes](#)  
Order Type: 70 - RETAIL - STOCK  
Field Actions: [1 Open](#) [REQUEST ANOTHER VIN](#)

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**Required Field Actions** Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N232408493	N232408493	Roof Rail Airbag Inflator		<a href="#">Open</a>

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1. Perform VIN Validation Inspection by going into Investigate Vehicle History (IVH) and verify that Recall Number N232408493 is OPEN for the VIN.
  - a. If VIN is **OPEN** in IVH for recall number N232408493, no further action is required. The vehicle passes inspection and can be closed per labor code 9107422.
  - b. If VIN is **NOT** in IVH and/or **NOT** OPEN for recall number N232408493, proceed to Step 2. The Vehicle **DOES NOT** pass inspection, and you must submit a Field Product Report (per below) and submit labor code 9107423.

**Note:** For more information reference bulletin 02-00-89-002W: Information for Dealers/Technicians on When and How to Submit a Field Product Report (FPR) (U.S. and Canada Dealers Only)

2. Submit Field Product Report (FPR)
  - a) Fill out vehicle information (including VIN).
  - b) Condition: Enter Recall Number N232408493.
  - c) Cause: Enter reason why vehicle did not pass inspection.
  - d) Correction: N/A.
  - e) Submit FPR.

### 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/repared per the service procedure of this

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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.

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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**