

Safety Recall

N232408494 Both Roof Rail Airbag Inflators May Rupture



Release Date: October 2024

Revision: 01

Revision Description: This bulletin is being revised to add the customer letter. Please discard all previous copies of bulletin N232408494.

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 September 20, 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.
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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.

Condition	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.
Correction	Dealers will replace suspect left and right side RRAB modules.

Parts

Quantity	Part Name	Part No.
1	(Cruze) AIRBAG, FRT & RR ROW R/RL - LH	*13484774
1	(Cruze) AIRBAG, FRT & RR ROW R/RL - RH	*13484775
1	(Verano) AIRBAG, FRT & RR ROW R/RL - LH	*13420056
1	(Verano) AIRBAG, FRT & RR ROW R/RL - RH	*13420057

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 Order 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.

Reminder: Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect. Please continue to refer to your "involved vehicles listing" before ordering parts, due to limited initial parts availability dealers are asked not to order recall parts for use as shelf stock.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107649	Replace Both Left and Right Roof Side Rail Airbags ADD: Cool Vehicle Interior to Specified Temperature	3.1 0.1-0.3	ZFAT	N/A
9107650	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9107651	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
9107652	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.

* For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

** Submit \$10.00 USD administrative allowance in Net/Admin Allowance.

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, 9800114, provided in the dealer message sent on October 4, 2023 (USA) or October 4, 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 (September 20, 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
2014 Buick Verano	\$2.53	\$4.21
2014 Chevrolet Cruze	\$2.15	\$3.31

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 Roof Rail 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:

Serial Number:

Base Labour Time:

Set Up Time:

Administration Time:

Other Labor Operation Code

Additional Time:

Diagnosis Time:

Other Labour Time

Paint Mix 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 roof rail 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



If the App is already loaded to your phone, simply:

1. Scan the VIN (door pillar QR code or windshield VIN barcode)
2. Scan the new part barcode.
3. Check the information and if correct then, Submit.

Important: Failure to submit this serial number by RPT may cause the claim to reject.

Vehicle Preparation Steps

Danger: The undeployed airbags **MUST** be stored as follows: In a specifically designed, dedicated container located in a temperature-controlled environment that does not exceed 90 Deg. F (32 Deg. C) until proper disposal arrangements are made.

Caution: The interior temperature of the vehicle must be 90 Deg. F (32 Deg. C) or less while performing this repair. This temperature must be attained 20 minutes before the repair begins and maintained during the entire repair.

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1. If the ambient temperature or sun load have created a potential vehicle interior temperature in excess of 90 Deg. F (32 Deg. C), use the following steps to measure and if required, reduce the interior temperature.
2.
 - If the vehicle interior temperature is less than 90 Deg. F (32 Deg. C) no further action is required, proceed to the repair steps.
 - If the vehicle interior temperature is in excess of 90 Deg. F (32 Deg. C) reduce the interior temperature before beginning the repair. This may be accomplished by parking the vehicle in a controlled environment or by running the vehicle air conditioning. If the vehicle needs to be cooled, THE BEGINNING TEMPERATURE MUST BE DOCUMENTED ON THE JOB CARD in order to claim the ADD time for cooling the vehicle.

Service Procedure

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.

Important: See the above sections for Roof Rail Airbag Serial Number Recording BEFORE installing the roof rail airbag assemblies.

1. Place the Front Seats in the fully reclined and fully down position.
2. Disable the supplemental inflatable restraint (SIR) system. Refer to *SIR Disabling and Enabling*.



Note: The Headlining Trim Panel only needs to be lowered NOT removed. DO NOT remove the seats as the SI document states. Seat removal is ONLY for headliner removal NOT headliner lowering.

3. Lower the Headlining Trim Panel onto the headrests of the seats (1) as shown above. Refer to *Headlining Trim Panel Replacement* in SI.
4. Remove and replace BOTH the Left Hand and Right Hand Roof Side Rail Airbags. Refer to *Roof Side Rail Airbag Replacement* in SI.
5. Reinstall the Headlining Trim Panel. Refer to *Headlining Trim Panel Replacement* in SI.
6. Enable the SIR system. Refer to *SIR Disabling and Enabling* in SI.
7. Return the Front Seats to their original location.

Roof Rail Airbag Storage and Return Instructions

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IMPORTANT: DO NOT DEPLOY AIRBAG. AIRBAGS MUST BE RETURNED TO SUPPLIER.

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.

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 hazardous material.

Airbag Module Storage instructions: The undeployed airbags must be stored in a specifically designed and dedicated container provided by Autoliv in a temperature-controlled environment that does not exceed 90 Deg. F (32 Deg. C). To receive the specifically designed and dedicated container, contact Tammy Peek at tammy.peek@autoliv.com.

Airbag Module Instructions: The undeployed airbags must be shipped in the specifically designed and dedicated containers provided by Autoliv. To receive the specifically designed and dedicated container, contact Tammy Peek at tammy.peek@autoliv.com. Send the containers of the undeployed airbags to:

Autoliv
3350 Airport Road
Ogden, Utah 84405
Attention: Tammy Peek
Phone: 801-698-1223
Email: tammy.peek@autoliv.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/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 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. 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 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.

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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 sample 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.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at anytime to the dealer. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014 model year Chevrolet Cruze and Buick Verano 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 N232408494.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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

What will we do?

Your GM dealer will replace suspect left and/or right side RRAB modules. 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 3.5 hours.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

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
Buick	1-800-521-7300
Chevrolet	1-800-222-1020

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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 23V674.

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

Regina A. Carto
Vice President
Global Product Safety and Systems

Enclosure
GM Recall: N232408494