

Frequently Asked Questions (FAQs) for Safety Recall N232425640 Roof Rail Airbag Inflator May Rupture

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

Q1) Which vehicles are involved?

A1) General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2014 model year Buick Verano and Chevrolet Cruze vehicles.

Q2) What is the issue or condition?

A2) 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 could result in rupture at the inflator weld joint.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None

Q4) What is the remedy/repair?

A4) Dealers will replace suspect left and/or right side RRAB modules.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) 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.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at **no cost** to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, please see the attached bulletin for details.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://experience.gm.com/ownercenter/recalls> or via NHTSA’s website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.