

Safety Recall

N232432520 Improper Air Bag Deployment



Release Date: May 2024

Revision: 02

Revision Description: This bulletin is being revised to remove the inspection in the service procedure. Please discard all previous copies of N232432520.

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.

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.

Dealer Notification Instructions. Because this equipment recall involves equipment/parts also sold over-the-counter, dealers must search their sales records for over-the-counter sales and provide the recall notice to the purchaser. For recalled equipment sold as a dealer-installed option at the time of vehicle purchase; these VINs will be available on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system and GM will contact these customers.

Please search your part-sales records for over-the-counter sales of the recalled equipment (PN 20928235, sold between 02/25/2022 and 03/24/2022) and send the owner of record the recall notice attached to this bulletin by first-class mail. If the purchaser is a body shop, independent repair shop, or other third-party automotive repair or distribution business, dealers are to contact the entity, obtain the owner's name and address, and send the owner a copy of the letter.

For US dealers only: For dealers with involved vehicles that can be identified by VIN, a listing with the involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided to US dealers through GM GlobalConnect Maxis Field Action Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Only use this report to conduct the recall-related notifications specified in this bulletin and required by law.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2011	2012		
Chevrolet	Suburban	2011	2012		
Chevrolet	Tahoe	2011	2012		

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 may exist in certain front-driver airbag modules produced for use as service replacements for 2011 – 2012 model year Chevrolet Silverado 1500, Suburban, and Tahoe vehicles. These front-driver airbag modules, which may have been installed as service/replacement parts and not original equipment, may contain an inflator that was built with a supplier-manufacturing defect that may prevent the proper deployment of the second-stage of the airbag in certain high-speed crashes. If the vehicle is involved in a high-speed crash that triggers the second-stage deployment of the driver frontal airbag, the inflator may not fill the airbag as completely and as quickly as designed, which could lead to an increased risk of injury to the driver.
Correction	Dealers will replace the driver air bag module. PENDING LEGAL APPROVAL.

Parts

Quantity	Part Name	Part No.
1	AIRBAG ASEM-STRG WHL	20928235

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.

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Warranty Information

For vehicles that are listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107214	Replace Driver Airbag Module (Includes Packaging and Return to Supplier)	0.5	ZFAT	N/A

IMPORTANT: * (TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING REQUIREMENT. The replacement steering wheel airbag and removed steering wheel airbag assembly serial numbers 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 (1) per the screen shown. Enter the **serial number of the removed airbag** in the 'General Comments' comments section. Failure to enter these serial numbers will cause the claim to reject.

For vehicles that are NOT listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107221*	Replace Driver Airbag Module (Includes Packaging and Return to Supplier)	0.5	ZREG	N/A

IMPORTANT: * (TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING REQUIREMENT. The replacement steering wheel airbag and removed steering wheel airbag assembly serial numbers 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 (1) per the screen shown. Enter the **serial number of the removed airbag** in the 'General Comments' comments section. Failure to enter these serial numbers will cause the claim to reject.

Note: Because the VIN is not loaded into IVH, the warranty transaction **MUST** be H-routed for wholesale authorization.

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.

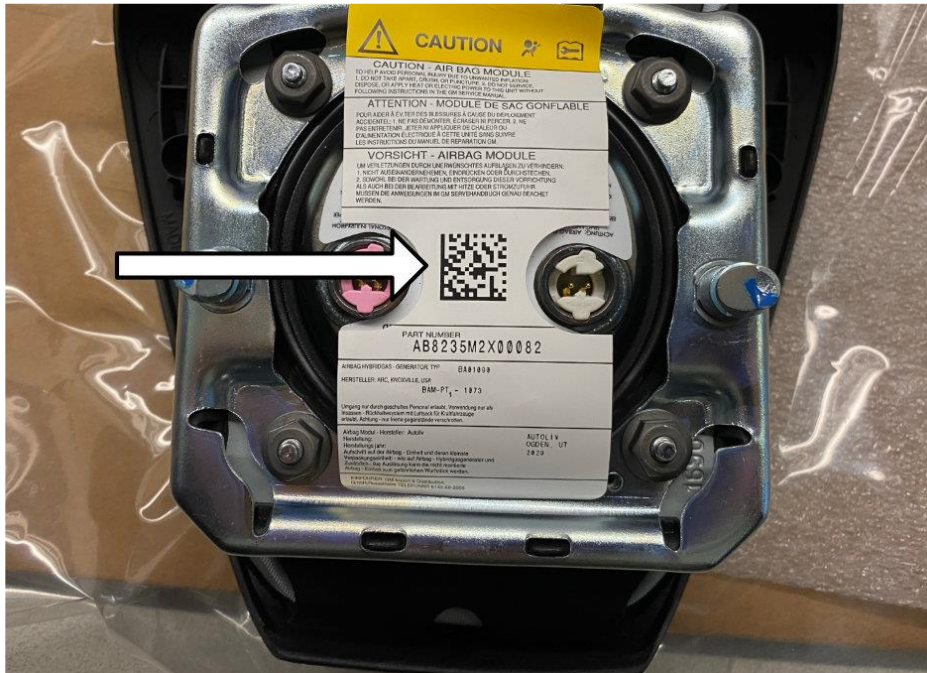
Part Serial Number Recording (Warranty Claim Method)

REQUIRED: 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.

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Labour Time [\[Top\]](#)

Labour Operation Code:

Module Replacement

Additional labour op code information: **Serial Number:**

Base Labour Time:

Set Up Time: Additional Time: Paint Mix Time:

Administration Time: Diagnosis Time:

Other Labor Operation Code: Other Labour Time:

5844317

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

CSMT for US, Canada, and Mexico ONLY

REQUIRED: Part Serial Number Recording (CSMT RPT Method) for US, Canada, and Mexico ONLY (For vehicles that are listed in IVH)

The 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.

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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) 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.

Note: 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**

Service Procedure

1. Remove the Airbag Steering Wheel Module. Refer to *Airbag Steering Wheel Module Replacement* in SI.

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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.

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 (see copy of customer letter included with this bulletin).

USA & Canada – For dealer-installed accessory sales, General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin). For dealer over-the-counter sales, GM dealers will notify customers based on dealer sales-record data.

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**



IMPORTANT SAFETY RECALL

March 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 may exist in certain front-driver airbag modules produced for use as a service replacement in 2011 - 2012 model year Chevrolet Silverado 1500, Chevrolet Suburban or Chevrolet Tahoe 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 N232432520.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

These front-driver airbag modules, which may have been installed as service/replacement parts and not original equipment, may contain an inflator that was built with a supplier-manufacturing defect that may prevent the proper deployment of the second-stage of the airbag in certain high-speed crashes. If the vehicle is involved in a high-speed crash that triggers the second-stage deployment of the driver frontal airbag, the inflator may not fill the airbag as completely and as quickly as designed, which could lead to an increased risk of injury to the driver.

What will we do?

Your GM dealer will replace the driver air bag module. 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 inspection and service correction time of approximately 45 minutes.

What should you do?

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

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	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	

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 24E009.

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

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Global Product Safety and Systems

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