

Safety Recall

N242474500 Roof Rail Airbag Inflator May Rupture



Release Date: October 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.

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 (part numbers 84402587, 84402588) and communicate to the purchaser of record the recall notice attached to this bulletin. If the purchaser is a body shop, independent repair shop, or other third-party automotive repair or distribution business, dealers are to notify the purchaser and provide a copy of the recall notice. In either case, the communication of the recall notice attached to this bulletin should be done as soon as reasonably possible.

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.

Note: A revision in the near future will include the customer letter.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2018	2018		
Chevrolet	Silverado 2500HD/3500HD	2018	2019		
GMC	Sierra 1500	2018	2018		
GMC	Sierra 2500HD/3500HD	2018	2019		

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 2018 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles and 2018 – 2019 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles. In these vehicles, the roof-rail airbag ("RRAB") inflators, which are located on the left- and right-side roof rails above the headliner, may contain a manufacturing defect that may result in inflator end cap separation or inflator sidewall split. If the end cap separates from the RRAB inflator or a sidewall rupture occurs, the compressed gas will escape from the inflator and the end cap or other components can be propelled into the vehicle, potentially causing an occupant injury if the vehicle is occupied.
Correction	Dealers will replace suspect left and right side RRAB modules.

Parts

Quantity	Part Name	Part No.
1	AIRBAG KIT-FRT & RR ROW R/RL	87838202

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. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Safety Recall

N242474500 Roof Rail Airbag Inflator May Rupture



Warranty Information

For vehicles that are listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107666	Left and Right Roof Side Rail Airbag Replacement – US ONLY. (Includes Return Shipping Used RRAB) ADD: Cool Vehicle Interior to Specified Temperature	3.1 0.1-0.3	ZFAT	N/A
9107667	Left and Right Roof Side Rail Airbag Replacement – CANADA MEXICO AND EXPORT REGIONS ONLY (Includes Deployment/Disposal) ADD: Cool Vehicle Interior to Specified Temperature	3.1 0.1-0.3	ZFAT	N/A
9107668	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9107669	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to “H” route the customer reimbursement 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.

For vehicles that are NOT listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107670	Left and Right Roof Side Rail Airbag Replacement – US ONLY. (Includes Return Shipping Used RRAB) ADD: Cool Vehicle Interior to Specified Temperature	3.1 0.1-0.3	ZREG	N/A
9107671	Left and Right Roof Side Rail Airbag Replacement – CANADA MEXICO AND EXPORT REGIONS ONLY (Includes Deployment/Disposal) ADD: Cool Vehicle Interior to Specified Temperature	3.1 0.1-0.3	ZREG	N/A
9107672	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9107673	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

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

*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.

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.

IMPORTANT: * (TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING REQUIREMENT. The replacement left and right roof rail airbag assembly serial numbers must be captured by the technician and recorded on the job card. The Warranty Administrator **MUST** enter the replacement left and right roof rail airbag assembly serial numbers in GWM (Global Warranty Management) or in DMS (Dealer

Safety Recall

N242474500 Roof Rail Airbag Inflator May Rupture



Management System). Enter the serial number of the replacement RIGHT roof rail airbag in the 'Serial Number' field per the screen below. Enter the serial number of the LEFT roof rail airbag in the 'General Comments' comments section. Failure to enter these serial numbers will cause the claim to reject.



6070604

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

Pricing Requested [\[Top\]](#)

Labour	to be calculated
Parts	to be calculated
Parts Handling	to be calculated
Net Item Total	to be calculated
Taxes - Labour	to be calculated
Taxes - Parts	to be calculated
Taxes - Net Items	to be calculated
Taxes - Deductible	to be calculated
Taxes Total	\$ <input type="text"/>
Customer/Service Agent Participation Amount	<input type="text"/>
Transaction Total (USD)	to be calculated

Authorization/Comments Section [\[Top\]](#)

General Comments

Comments

6098064

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)

Safety Recall

N242474500 Roof Rail Airbag Inflator May Rupture



The replacement Roof Rail airbag requires the serial number be recorded. Replacement Part Traceability (RPT) is being used with this Safety Recall.

Replacement Part Traceability (RPT) is a 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.

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

IMPORTANT: Since there are 2 new parts being installed for this recall remedy, you are **REQUIRED** to use RPT to:



6070519

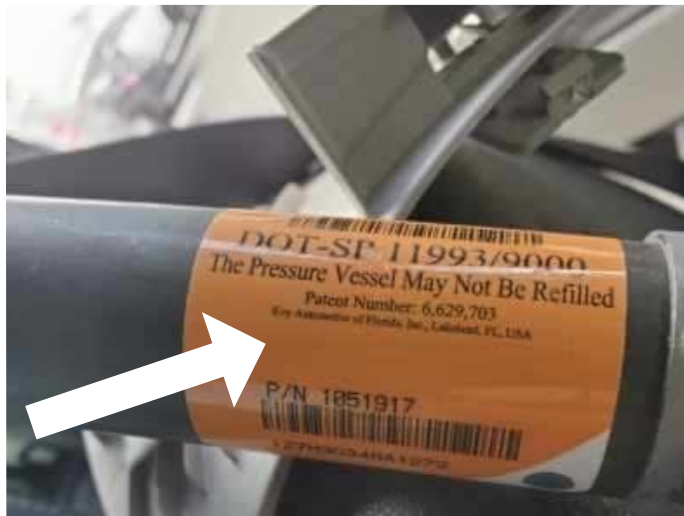
Safety Recall

N242474500 Roof Rail Airbag Inflator May Rupture



6058834

Record the serial number on each of the white airbag labels.



6058836

Do Not record the serial number (orange label) on the inflator.

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.
4. Repeat steps 1-3 for the other side.

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

Service Procedure

IMPORTANT: Undeployed airbag inflators are regulated as dangerous goods and all 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.

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.

Vehicle Preparation Steps

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.

Safety Recall

N242474500 Roof Rail Airbag Inflator May Rupture



2. Using an infrared thermometer, measure the temperature of the headliner in the center of the vehicle, use care to not aim the beam near a dome lamp.
 - 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 Steps

IMPORTANT: See the Roof Rail Airbag Serial Number Recording section above before installing the roof rail airbag assemblies.

IMPORTANT: *US ONLY* - DO NOT DEPLOY THE USED ROOF RAIL AIRBAGS. THESE UNITS MUST BE RETURNED TO SUPPLIER FOLLOWING THE INSTRUCTIONS BELOW.

1. Replace the Left and Right Front and Rear Row Seat Roof Rail Airbags. Refer to *Front and Rear Row Seat Roof Rail Airbag Replacement* in SI.
2. Return US used Roof Rail airbag assemblies only using the Return instructions below. (US ONLY)
3. Dispose of the used Roof Rail airbag assemblies using the Deployment/Disposal instructions below (ALL OTHER REGIONS).

USED AIRBAG RETURN INSTRUCTIONS (US ONLY)

IMPORTANT: DO NOT DEPLOY THE USED ROOF RAIL AIRBAGS. THESE PARTS MUST BE RETURNED FOLLOWING THE INSTRUCTIONS BELOW.

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.

Temporary Storage Instructions

- Temporary storage of return Airbags may be necessary. Place the used Roof Rail Airbags inside the Packaging the new Roof Rail Airbags came in. When storing return Roof Rail Airbags, store indoors, in an isolated, dry and temperature controlled area that does not exceed 90 Deg. F (32 Deg. C). DO NOT STORE RETURN AIRBAGS NEAR ANY SOURCES OF WATER OR HEAT. To receive the specifically designed and dedicated container, contact Joyson Safety Systems at recall.assistance@joysonsafety.com.

Important: DO NOT RETURN THE USED RRAB MODULES IN THE PACKAGING THE REPLACEMENT RRAB MODULES SHIPPED IN.

Note: When packaging the used Roof Rail Airbags for return shipping, place ONLY ONE RRAB PER BOX. DO NOT PLACE TWO ROOF RAIL AIRBAG MODULES IN ONE CONTAINER. Two return boxes are required PER VEHICLE.

Roof Rail Airbag Module Return Instructions

- The undeployed airbags must be shipped in the specifically designed and dedicated containers provided by the supplier. For information on how to receive the dedicated containers and packing/shipping information, contact Joyson Safety Systems at recall.assistance@joysonsafety.com. Send the containers of the undeployed airbags to:

Joyson Safety Systems
2025 Harmon Rd.,
Auburn Hills, MI 48326
Attn: Alex Kellenberger

Safety Recall

N242474500 Roof Rail Airbag Inflator May Rupture



USED AIRBAG DEPLOYMENT/DISPOSAL INSTRUCTIONS (CANADA, MEXICO, AND EXPORT REGIONS ONLY)

CAUTION: DO NOT DEPLOY THE USED ROOF RAIL AIRBAGS IF THE TEMPERATURE EXCEEDS 90 Deg. F (32 Deg. C). THESE PARTS MUST BE COOLED DOWN SO THAT THE TEMPERATURE USED ROOF RAIL AIRBAGS ARE BELOW 90 Deg. F (32 Deg. C). FAILURE TO DO SO MAY RESULT IN BODILY HARM.

IMPORTANT: The removed airbag assemblies must be deployed immediately upon removal from the vehicle.

1. Ensure the used Roof Rail Airbags temperature does not exceed 90 Deg. F (32 Deg. C)
 - If the used Roof Rail Airbags temperature is less than 90 Deg. F (32 Deg. C) no further action is required, proceed to Step 2
 - If the used Roof Rail Airbags are in excess of 90 Deg. F (32 Deg. C) Cool the Used Roof Rail Airbags before beginning the deployment. This may be accomplished by placing the used RRAB in a secure and isolated area that is cool or temperature controlled, isolated away from heat and water.
2. Deploy and scrap the used Roof Rail Airbags. Refer to *Inflatable Restraint Module Handling* and *Scrapping* in SI.

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. 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.

Safety Recall

N242474500 Roof Rail Airbag Inflator May Rupture



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.

USA & Canada – For dealer-installed accessory sales, General Motors will notify customers of this recall on their vehicle. For dealer over-the-counter sales, GM dealers will notify customers based on dealer sales-record data.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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 (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**