

Frequently Asked Questions (FAQs) for Safety Recall N232432520 Improper Air Bag Deployment

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 front-driver airbag modules produced for use as service replacements for 2011 – 2012 model year Chevrolet Silverado 1500, Suburban, and Tahoe vehicles.

Q2) What is the issue or condition?

A2) 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.

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 inspect the driver air bag module and replace if necessary.

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

A5) 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.

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.