Safety Recall
N252530831 Left Roof Rail Airbag Inflator May Rupture

Release Date: November 2025 **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. **Investigate Vehicle History (IVH) in the GM Global Warranty Management system MUST always be checked to confirm vehicle involvement and MUST be in OPEN status prior to beginning any required inspections and/or repairs. DO NOT use Service Information with VIN search, as it will not verify the VIN eligibility for field actions.**

Make	Model	Model Year	
		From	To
Buick	Verano	2014	2014
Chevrolet	Cruze	2014	2014

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Condition	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. 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. 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 side RRAB modules.

Parts

Quantity	Part Name	Part No.
1	(Cruze) AIRBAG, FRT & RR ROW R/RL - LH	42931277
1	(Verano) AIRBAG, FRT & RR ROW R/RL - LH	42909555

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. There are a small number of vehicles anticipated that will need this fix. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108191	Replace Left Hand Roof Side Rail Airbags (Includes Deployment) ADD: Cool Vehicle Interior to Specified Temperature	2.6 0.1–0.3	ZFAT	N/A
9108192	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2		*
9108193	Customer Reimbursement Denied – For USA dealers only	N/A		**

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.

Replacement Part Traceability (RPT) Serial Number Recording

Important: TECHNICIAN and WARRANTY ADMINISTRATOR: Serial Number recording of the replacement part is REQUIRED.

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



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Record and submit the replacement left hand Roof Side Rail Airbag serial number for RPT as shown above. Refer to TSB 25-NA-195 for more information on how to submit an RPT.

Vehicle Preparation Steps

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.

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.

1. Record the serial number on the REPLACEMENT service left hand Roof Rail Airbags as described above.
2. Place the Front Seats in the fully reclined and fully down position.
3. Disable the supplemental inflatable restraint (SIR) system. Refer to *SIR Disabling and Enabling*.



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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.

4. Lower the Headlining Trim Panel onto the headrests of the seats (1) as shown above. Refer to *Headlining Trim Panel Replacement* in SI.
5. Remove and replace the left hand Roof Side Rail Airbag. Refer to *Roof Side Rail Airbag Replacement* in SI.
6. Reinstall the Headlining Trim Panel. Refer to Refer to *Headlining Trim Panel Replacement* in SI.
7. Enable the SIR system. Refer to *SIR Disabling and Enabling* in SI.
8. Return the Front Seats to their original location.
9. Write N252530831 directly on the USED left hand Roof Side Rail Airbag inflator using a permanent marker or paint pen. This is to help ensure the airbag is disposed of correctly, according to the instructions below.

IMPORTANT: THE RECALL BULLETIN NUMBER MUST BE WRITTEN ON THE REMOVED ROOF SIDE RAIL AIRBAG INFLATOR WITH A PAINT PEN OR PERMANENT MARKER TO PREVENT IT FROM BEING INCORRECTLY DISPOSED OF.

10. Deploy and scrap the removed left hand Roof Side Rail Airbag. 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/repaired 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 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

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or GWM Field Action Batch Search Report. The Inventory tab of the dealer reports will contain VINs that apply to this field action. 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 field action may be a violation of law in several states.

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.

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