

# Safety Recall

## N262549710 Roof Rail Airbag Inflator May Rupture



Release Date: March 2026

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.

**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
Chevrolet	Silverado 1500	2018	2018
Chevrolet	Silverado 2500/3500	2019	2019
GMC	Sierra 1500	2018	2018
GMC	Sierra 2500/3500	2019	2019

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<b>Condition</b>	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 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.
<b>Correction</b>	Dealers will replace 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.

**\*\*\*IMPORTANT: (US ONLY) DO NOT DEPLOY THE USED ROOF RAIL AIRBAGS (RRAB). THE RRAB'S ARE TO BE RETURNED FOLLOWING THE RETURN INSTRUCTIONS BELOW THE SERVICE PROCEDURE.\*\*\***

### Roof Rail Airbag Module 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.

**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 PACKAGE. DO NOT PLACE TWO ROOF RAIL AIRBAG MODULES IN ONE CONTAINER.**

- 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 [recall.assistance@joysonsafety.com](mailto:recall.assistance@joysonsafety.com). Send the containers of the undeployed airbags to:

Joyson Safety Systems

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2025 Harmon Rd.,

Auburn Hills, MI 48326

Attn: Alex Kellenberger

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108369	Left and Right Roof Side Rail Airbag Replacement – <b>USA ONLY (DO NOT DEPLOY - Includes Returning Shipping Used RRAB)</b> ADD: Cool Vehicle Interior to Specified Temperature	3.1 0.1-0.3	ZFAT	N/A
9108370	Left and Right Roof Side Rail Airbag Replacement – <b>CANADA MEXICO AND EXPORT REGIONS ONLY (Includes Deployment/Disposal)</b> ADD: Cool Vehicle Interior to Specified Temperature	3.1 0.1-0.3	ZFAT	N/A
9108371	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9108372	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

\* 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.

**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.

**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 OF THE REPLACEMENT PARTS IS REQUIRED per the information in the Service Procedure.**

**Important:** Failure to submit BOTH serial numbers by RPT may cause the claim to reject.



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**IMPORTANT:** 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.

Record and submit the BOTH Replacement Roof Rail Airbag serial numbers for RPT as shown above. Refer to TSB 25-NA-195 for more information on how to submit the RPT.

**Replacement Part Serial Number Recording (CSMT Method) for US, Canada, and Mexico ONLY**

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**IMPORTANT:** Since there are 2 new parts being installed for this recall remedy, you are **REQUIRED** to record the RRAB serial Numbers for **BOTH SIDES**.

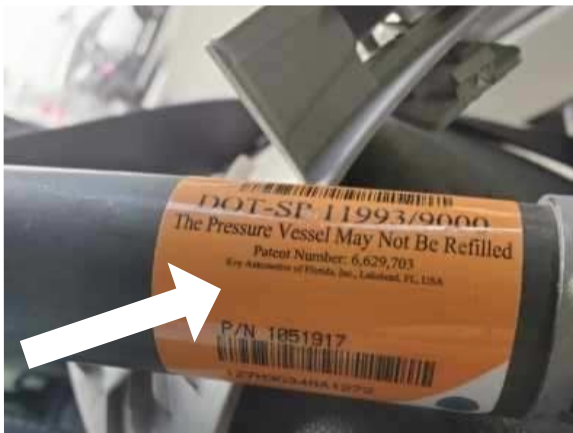


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**Record the serial number on each of the white airbag labels.**



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**DO NOT** record the serial number (orange label) on the inflator.

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

Record and submit the RPT for BOTH replacement RRAB serial numbers for RPT as shown above. Refer to TSB 25-NA-195 for more information on how to submit the 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.

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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. 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: (US ONLY) DO NOT DEPLOY THE USED ROOF RAIL AIRBAGS (RRAB). THE RRAB'S ARE TO BE RETURNED FOLLOWING THE RETURN INSTRUCTIONS BELOW THE SERVICE PROCEDURE.\*\*\***

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

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. (US ONLY) Return both RRAB's using the Return instructions above.
3. (CANADA, MEXICO, AND EXPORT REGIONS ONLY) Deploy and dispose of both the used RRAB's using the instructions below.

### Temporary Storage Instructions

**\*\*\*IMPORTANT: (US ONLY) DO NOT DEPLOY THE USED RRAB's. THE RRAB'S ARE TO BE RETURNED FOLLOWING THE RETURN INSTRUCTIONS BELOW THE SERVICE PROCEDURE.\*\*\***

- Temporary storage of return Airbags may be necessary. Place the used RRAB's inside the Packaging the new RRAB 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 [recall.assistance@joysonsafety.com](mailto:recall.assistance@joysonsafety.com).

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

**CAUTION: DO NOT DEPLOY THE USED RRAB IF THE TEMPERATURE EXCEEDS 90° F (32° C). THESE PARTS MUST BE COOLED DOWN SO THAT THE TEMPERATURE IS BELOW 90° F (32° C). FAILURE TO DO SO MAY RESULT IN INJURY.**

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

1. Ensure the used RRAB's temperature does not exceed 90° F (32° C).
  - If the vehicle interior temperature is less than 90° F (32° C) no further action is required, proceed to Step 2.
  - If the used RRAB's are in excess of 90° F (32° C) Cool the used RRAB's 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

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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 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

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.

### Courtesy Transportation

USA - For repairs covered under this Field Action, Courtesy Transportation can be made available ONLY if the customer/vehicle qualify for Courtesy Transportation per Bulletin 07-00-89-037.

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. Refer to the most current Home Office Letter (YYYY-604) on the Courtesy Transportation Program for 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.

### 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**