



Internal notification for: G_0000148160 Counterfeit Air Bag Modules
gm_gmssg_q01 to

10/10/2012 01:13 PM

3 attachments



Counterfeit Airbag Q & A.pdf NHTSA Recommended Dealer Guidance.pdf GM Style Sheet.css

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Date: 10/10/2012 Ref. number: Service / Field Action / G_0000148160
Subject: Counterfeit Air Bag Modules

GM CUSTOMER CARE AND AFTERSALES
DCS2828
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 10, 2012

Subject: Counterfeit Air Bag Modules

Models: 2006-2010 Chevrolet Aveo
2010-2011 Buick Lacrosse
2011-2012 Chevrolet Cruze
2011-2012 Chevrolet Volt
2012 Chevrolet Camaro

To: All General Motors Dealers

Attention: General Manager, Parts and Service Director, Service Manager,
Service Advisor, Parts Manager, New Vehicle Sales Manager,
Used Vehicle Sales Manager, and Warranty Administrator

The National Highway Traffic Safety Administration (NHTSA) has issued a consumer safety advisory to alert vehicle owners and repair professionals to the dangers of counterfeit airbags. NHTSA has provided risk factors and criteria to help consumers determine if their particular vehicle is at risk for having counterfeit replacement airbags.

The advisory informs consumers that they have no risk if their airbags were replaced at an authorized GM dealership with a GM air bag.

According to the NHTSA, the counterfeit airbags are being offered for sale on internet sites and from other sources. They have also provided some limited information about manufacturer makes and models that may be at risk. The GM models that NHTSA identified are noted above, however, we expect this list will continue to evolve as the NHTSA gathers more information.

After the consumer reviews the risk factors and the list of affected vehicles, the NHTSA is asking concerned consumers to contact the aftermarket repair facility that installed the airbag or their insurance carrier. If they are still concerned about their airbag, the NHTSA is informing the consumer to contact their GM dealer to have their vehicle inspected. Please note the following:

- THIS IS NOT A RECALL. NO SPECIFIC ACTION IS BEING MANDATED.
- THE COST ASSOCIATED WITH AN AIR BAG INSPECTION OR REPLACEMENT IS THE CUSTOMER'S RESPONSIBILITY.

If a GM dealer performed a warranty service requiring the replacement of an airbag, the airbag is not counterfeit as long as the dealer obtained the replacement airbag from GM. If a GM dealer performed a non-warranty replacement of an airbag, we also expect the dealer replaced the airbag with an original GM airbag.

Again, the NHTSA notice only concerns replacement airbags and not factory installed airbags. Please assure customers that genuine GM replacement parts obtained and installed by an authorized GM dealer are not at risk.



To assist you with customer inquiries, attached is a list of expected questions and answers for your reference. Additionally, we have attached the Recommended Dealer Guidance provided by the NHTSA today to help dealers manage this activity. Please ensure that all appropriate dealership personnel have access to this information.

We have also established a toll-free Customer Assistance Center telephone number so customers can contact GM about the NHTSA counterfeit airbag announcement, if they have any questions not covered by the Q&A document. The customer telephone number is 866-237-3601.

Later today, we are releasing a GM Service Information Bulletin to assist dealers with the identification of a counterfeit airbag, if asked to do so by a customer. Again, the cost associated with an air bag inspection or replacement is the customer's responsibility.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

-  Counterfeit Airbag Q & A.pdf Acrobat PDF (22.64KB)
Counterfeit Airbag Q & A
-  NHTSA Recommended Dealer Guidance.pdf Acrobat PDF (1.752MB)
NHTSA Recommended Dealer Guidance

Contact ! name:	E-Mail: ..
Department: Service - Brand Quality	Phone:
Intended roles: General Manager, New Vehicle Sales Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager, Used Vehicle Sales Manager, Warranty Administrator	
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