



Internal notification for: G_0000148179 Counterfeit Air Bag Modules
gm_gmssg_q01 to:

10/10/2012 04:46 PM

2 attachments



counterfeitair.pdf



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Date: 10/10/2012 Ref. number: Service / Field Action / G_0000148179
Subject: Counterfeit Air Bag Modules

GM CUSTOMER CARE AND AFTERSALES
DCS2830
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.

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.

The advisory only concerns replacement airbags and not factory installed airbags. It also informs consumers that they have no risk if their airbags were replaced at an authorized GM dealership with a genuine GM airbag.

Since factory installed airbags are not an issue, GM is not being asked to conduct a recall or otherwise contact customers. However, we are releasing a new Service Information Bulletin later today regarding this subject. A copy of the bulletin is attached.

The bulletin provides instructions to assist dealers in evaluating if an air bag module is counterfeit. The

inspection instructions and photographs are not inclusive of all counterfeit air bag module permutations and are only being provided as a general guide. Such inspections should only be conducted at the customer's request. The cost associated with an air bag module inspection is the customer's responsibility.


If the inspection reveals that the air bag module is counterfeit, the dealer should offer the customer the opportunity to have it replaced with a genuine GM part at their expense.

If the customer refuses to have the repair performed, please make sure that they read the Customer Acknowledge section at the end of the bulletin. This section should be reproduced locally as needed. Please ask the customer to sign and date as indicated before reinstalling the suspected counterfeit airbag. This document should be attached to the inspection repair order and retained at the dealership. A copy may also be provided to the customer, if requested.

Again, this is not a recall and the cost associated with an air bag module inspection or replacement is the customer's responsibility.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 counterfeitair.pdf Acrobat PDF (3.571MB)

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		
Archives:	12/10/2012	Expires:	10/10/2013