



**Internal notification for: G_0000171106 13230A - Safety Recall - Passenger
Airbag Inflator Weld May Fracture Upon Airbag Deployment - Revised**
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07/19/2013 01:02 PM

4 attachments


13230A bulletin.pdf

GM Style Sheet.css


13230 Involved VINs - 7-19-13.xlsx


13230 Q&A.pdf

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Date: 7/19/2013

Ref. number: Service / Field Action / G_0000171106

Subject: 13230A - Safety Recall - Passenger Airbag Inflator Weld May Fracture Upon Airbag Deployment - Revised

**GM CUSTOMER CARE AND AFTERSALES
DCS3009
URGENT - DISTRIBUTE IMMEDIATELY**

Date: July 19, 2013

Subject: 13230A - Safety Recall
Passenger Airbag Inflator Weld May Fracture Upon Airbag Deployment
Population Expanded, Revised Part Information, Service Procedure, and
Warranty Transaction Information Sections

Models: 2014 Chevrolet Silverado and GMC Sierra Crew Cabs

To: All Chevrolet and GMC Dealers

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

Additional population has been added to bulletin 13230A, the Part Information section has been revised to include a tether clip, the Service Procedure has been revised to include an inspection procedure, and the Warranty Transaction Information section has been revised to include an inspection labor code.

To assist with possible customer questions, a Q&A is attached to this message.

Customer Letter Mailing

The Customer Assistance Center (CAC) will attempt to contact all customers who have taken delivery of their vehicle. If the attempt is unsuccessful, the customer will be mailed a letter. The date of the letter mailing has not been determined.

CAC will also attempt to facilitate the scheduling of a service appointment at the customer's dealership of choice. Based on appointment scheduling, orders for airbag modules will be placed by GM CCA on the behalf of identified dealers and will be shipped pre-paid overnight. Shipped parts will be charged to the dealer's open parts account.

Orders will have the following reference:

"CAMPxxxxxxx" where xxxxxxxx is the last 8 digits of the VIN.

Please schedule service to allow 2 business days to receive modules.

Inventory to service stock vehicles is not available at this time. You will be notified via Part Manager Bulletin when additional stock is available for normal ordering.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated with the new population July 20, 2013.

An updated list of involved vehicles is attached to this message. The VINs will listed by BAC and will display the status of the vehicle (sold or stock) and identify those vehicles being held at GM for repairs.

When the vehicles being held at GM are repaired, they will be shipped to dealers. IVH will be updated to reflect that the recall is closed. These vehicles do not need any additional repairs. Note: Vehicles that are being held for repairs at the GM will be delayed in arriving at dealerships.

Due to GWM maintenance, please hold all warranty transactions until Monday, July 22, 2013.


Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.


END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 13230A bulletin.pdf Acrobat PDF (201.4KB)

13230A bulletin

 13230 Involved VINs - 7-19-13.xlsx MS Excel Workbook 2007 (1.294MB)

13230 Involved VINs - 7-19-13

 13230 Q&A.pdf Acrobat PDF (12.08KB)

13230 Q&A

name:

Department:

Phone:

Intended General Manager, New Vehicle Sales Manager, Parts & Service Director, Parts Manager,
roles: Service Advisor, Service Manager, Warranty Administrator

Archives: 8/19/2013

Expires: 7/19/2014