

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4362
DISTRIBUTE IMMEDIATELY

Date: February 28, 2017

Subject: Desiccated Air Bag Inflator Study
Used Vehicle Inventory Only
Study Expanded to Include 2016 Chevrolet Cruze Limited

Model: 2011 Chevrolet Cruze
2016 Chevrolet Cruze Limited
2014 Chevrolet Silverado and GMC Sierra
2016 Chevrolet Silverado and GMC Sierra

To: All Chevrolet and GMC Dealers Located in Florida and Michigan

The 2016 model year Chevrolet Cruze Limited has been added to this engineering study. The attached instruction sheet has been updated accordingly. Please discard previous instructions. The list of eligible vehicles also attached to this message contains 2016 Chevrolet Cruze Limited vehicles that have been identified as currently being in used vehicle inventory. The list has also been updated for the other involved vehicles. Since used vehicle inventory can change daily, all participating dealers should check their used vehicle inventory frequently for applicable candidates and proceed accordingly. Please ensure that all used air bag inflators are returned as soon as possible to GM for analysis.

The National Highway Traffic Safety Administration (NHTSA) has asked a number of automakers, including General Motors, to assist in studying the effectiveness of desiccants, or chemical drying agents, in certain Takata air bag inflators. These inflators are not the subject of Takata equipment recalls, but are being studied by NHTSA and the automakers to understand how, and to what extent, the desiccant in these inflators protects the inflator propellant from the degradation seen in some models of Takata non-desiccated inflator propellant exposed to regions of high heat and humidity.

In order to study these inflators, we are collecting sample inflators from vehicles in dealer used vehicle inventory only. Like vehicles in customers' possession are not involved in the study. Only dealers in the states of Florida and Michigan are being asked to participate at this time. Your participation in this important study is critical to its success. With your help, we hope the study will provide significant data regarding the effectiveness of desiccant in the manufacturing of air bag inflators.

To help participating dealers immediately initiate the study, attached to this message is a list of eligible vehicles that have been identified as currently being in used vehicle inventory. The list is sorted by dealer business associate code (BAC) and Vehicle Identification Number (VIN) for easy reference. If your BAC is not listed, no eligible vehicles have been identified as currently being in your used vehicle inventory. However, due to the day-to-day changes that can occur in a dealership's used vehicle inventory, all

participating dealers are asked to check their used vehicle inventory daily for applicable candidates and proceed accordingly.

In order to expedite the collection of these inflators, dealers are asked to replace the entire air bag inflator assembly, rather than disassembling it to obtain the inflator canister containing the propellant. Special air bag inflator assembly kits have been created for this study and should only be used to service the applicable vehicles. Therefore, the ordering of these kits will be restricted to participating dealers only and controlled by VIN.

Also attached to this message are instructions for ordering the kit, removing the part for study, replacing the part with a new replacement part, and submitting a "warranty" transaction for payment. Note that only the driver's air bag inflator assembly in the applicable Cruze and Cruze Limited vehicles are subject to this study and only the front passenger's air bag inflator assembly in the applicable Silverado and Sierra vehicles are subject to this study. In none of these vehicles are both the driver's airbag assembly and the front passenger's air bag assembly subject to this study. The list of applicable vehicles attached to this message also indicates which air bag inflator assembly should be removed and returned for analysis.

Special instructions for the packaging and shipment of the used air bag inflator assembly to GM will be provided in the box containing the new air bag inflator assembly. These instructions must be followed without exception. It is also very important that the box not be discarded or destroyed because it will be needed to return the used air bag inflator assembly. **Under no circumstances should a used air bag inflator assembly be deployed or otherwise disturbed or tampered with prior to shipment.** For those dealers who are hazmat certified through FedEx or United Parcel Service (UPS), these are the preferred shippers. For those dealers who are not hazmat certified through FedEx or UPS, continue to use Central Transport as the shipper. GM is making arrangements with UPS to certify all dealers participating in this study and you will be notified of these training sessions in the near future.

If an involved vehicle identified on the attached list is no longer in your dealership's used vehicle inventory or, otherwise in your possession, no further action is required. **Do not attempt to further locate the vehicle or contact the vehicle's owner.** Again, due to the daily changes that can occur in a dealership's used vehicle inventory dealers should frequently check their used vehicle inventory for applicable candidates and proceed accordingly.

As additional part kits become available, this study will be expanded to include dealers in other states. Participating dealers will be notified when the required number of air bag inflator samples is collected, which will conclude the study.

Please direct any questions about this important engineering study to Andy Chen at Andy.Y.Chen@GM.com. Also copy Monica Gedris at Monica.Gedris@GM.com in the communication.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Subject: Desiccated Air Bag Inflator Study
Dealers Located in Florida and Michigan Only

Model: 2011 Chevrolet Cruze
2016 Chevrolet Cruze Limited
2014 Chevrolet Silverado and GMC Sierra
2016 Chevrolet Silverado and GMC Sierra
In Used Vehicle Inventory Only

Part Information

Special air bag inflator module kits have been created for this engineering study and may be obtained from General Motors Customer Care and Aftersales (GMCCA) as needed. Kits are model year specific and contain the appropriate air bag inflator assembly along with special parts return instructions. Kit ordering will be restricted to participating dealers only and controlled by Vehicle Identification Number (VIN).

Important: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx Ground or with your normal Parts Distribution Center (PDC) delivery. Dealers should order as a Customer Special Order (CSO) or a Daily Replenishment Order (DRO) only. **The complete 17 character Vehicle Identification Number (VIN) must be included in the note field. Dealers should not place orders as a SPAC case;** doing so will delay shipment of the kit and will not provide visibility in the GMCCA parts ordering system. Note that parts will not be shipped overnight and dealers should plan accordingly for the possibility of extended transit time.

Quantity	Part Name	Part No.
1	2011 Cruze – Driver’s Air Bag Inflator Assembly Kit (Black)	84271348
1	2011 Cruze – Driver’s Air Bag Inflator Assembly Kit (Cocoa)	84271349
1	2016 Cruze Limited – Driver’s Air Bag Inflator Assembly Kit (Black)	84271350
1	2016 Cruze Limited – Driver’s Air Bag Inflator Assembly Kit (Cocoa)	84271351
1	2014 & 2016 Silverado & Sierra – Passenger’s Air Bag Inflator Assembly Kit	84271341

Note: Dealers may also use the Vehicle Identification Number (VIN) and the GM Electronic Parts Catalog (EPC) to confirm the air bag inflator assembly part number.

Important: Do not discard or destroy the box containing the new air bag inflator assembly, it will be needed to return the used air bag inflator assembly. The box also contains special parts return instructions. For those dealers who are hazmat certified through FedEx or United Parcel Service (UPS), these are the preferred shippers. However, for those dealers who are not hazmat certified through FedEx or UPS, continue to use Central Transport as the shipper. GM is making arrangements with UPS to certify all dealers participating in this study and dealers will be notified of these training sessions in the near future.

All air bag inflator assemblies replaced for this engineering study must be immediately returned in accordance with the special parts return instructions provided in the kit. Under no circumstances should a used air bag inflator assembly be deployed or otherwise disturbed or tampered with prior to shipment.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type
9102959	2011 Cruze - Replace Driver’s Air Bag Inflator Assembly	0.2	ZREG
9103025	2016 Cruze Limited - Replace Driver’s Air Bag Inflator Assembly	0.2	ZREG
9102960	2014 Silverado & Sierra - Replace Passenger’s Air Bag Inflator Assembly	3.3	ZREG
9102961	2016 Silverado & Sierra - Replace Passenger’s Air Bag Inflator Assembly	3.3	ZREG

Service Procedure

Important: A photograph of the vehicle's VIN plate through the windshield from outside of the vehicle is required. Also, prior to installing the new air bag inflator assembly, **take a photograph of the module's serial number**. The location of the serial number is identified in the respective photographs provided below. Black and white copies of these photographs must be included in the box with the used air bag inflator assembly being returned to GM.

2011 Chevrolet Cruze and 2016 Chevrolet Cruze Limited

Replace the air bag steering wheel module. Refer to *Air Bag Steering Wheel Module Replacement* in SI.



2014 Chevrolet Silverado & Sierra and 2016 Chevrolet Silverado & Sierra

Replace the air bag instrument panel module. Refer to *Instrument Panel Air Bag Replacement* in SI.

