



Service Bulletin

Bulletin No.: PIE0877

Date: October, 2025

ENGINEERING INFORMATION

Subject: Engineering Information – Engineering Study for Takata Airbag Steering Wheel Modules

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE, and proceed with diagnostics found in published service information. THIS IS NOT A RECALL that refers to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Cruze	2011	2012	—	—	—	—
	Volt						

Involved Region or Country	U.S. Dealers ONLY
Condition	GM Engineering is currently studying certain Takata Airbag Steering Wheel Modules. We have mailed letters to selected customers, who may visit your dealership for the Steering Wheel Module replacement. This EI provides guidance for handling these cases.
Cause	GM Engineering is attempting to determine the root cause of the above condition.

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.

Correction

- If a customer visits your dealership for this service:
 - Check for the VIN to see if it shows up in IVH.
 - If the VIN is included in this engineering study, proceed with the Steering Wheel Module replacement as outlined below.

Replacement Part Traceability (RPT) Serial Number Recording

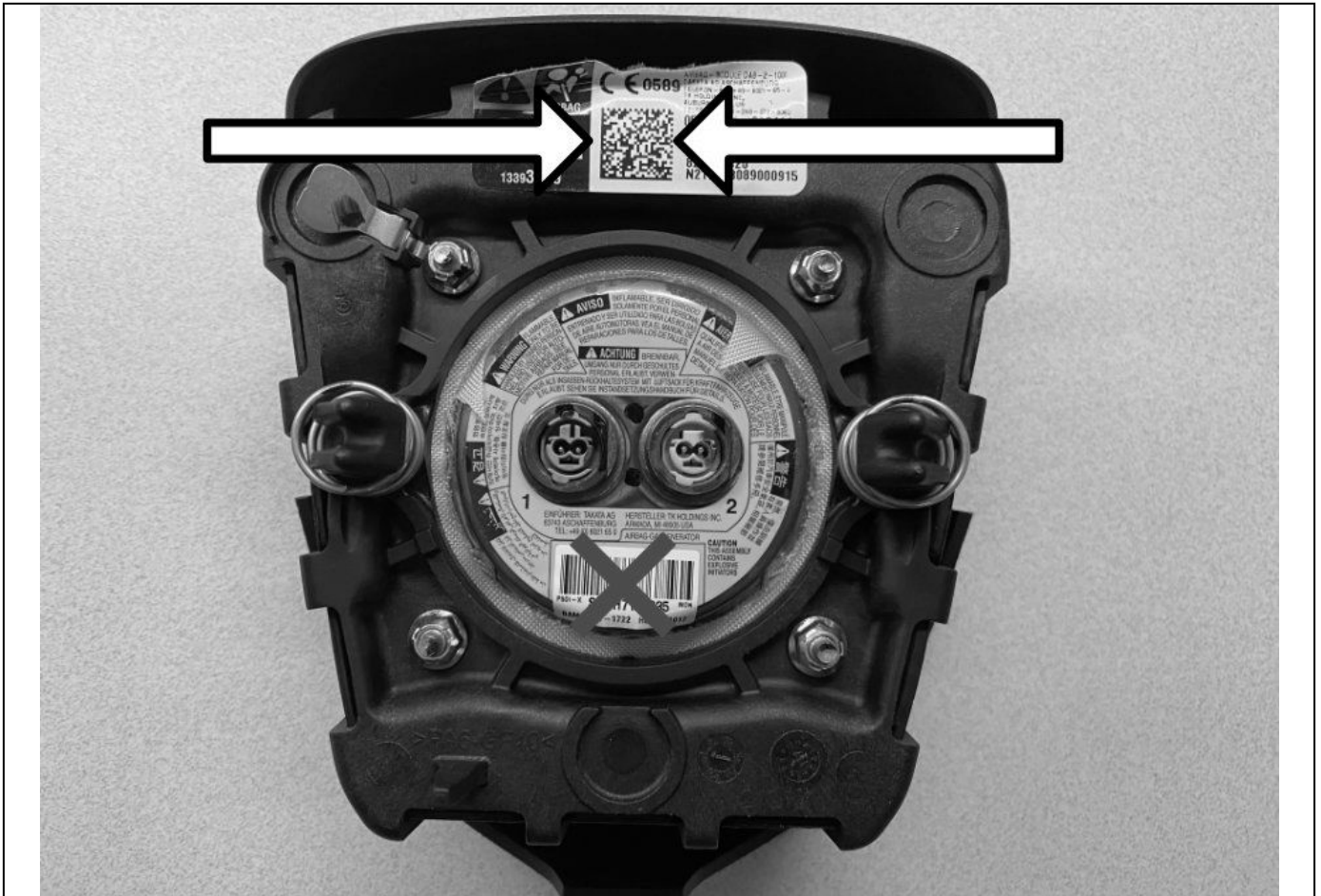
Important: TECHNICIAN and WARRANTY ADMINISTRATOR: Serial Number recording of both the USED and REPLACEMENT part is REQUIRED.

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



Note: Cruze Airbag Module shown in the picture above.

7015002



7014351

Note: Volt Airbag Steering Wheel Module shown in the picture above.

Record and submit **BOTH the replacement Airbag and the used Airbag module serial number for RPT**, as shown in the picture above. Refer to TSB 25-NA-195 for more information on how to submit an RPT.

Service Procedure

Caution: DO NOT discard or destroy the box containing the new steering wheel Airbag assembly, it will be used to return or store the vehicle Airbag. **DO NOT** deploy the Airbag.

1. Record the serial number on the **NEW** Service Airbag Steering Wheel Module as described above.
2. Replace the Airbag Steering Wheel Module. Refer to *Airbag Steering Wheel Module Replacement* in SI. The used Airbag Steering Wheel Module is **REQUIRED to be returned via the below instructions**.
3. Record the serial number on the **USED** Service Airbag Steering Wheel Module as described above.
4. Write "N252500930" directly on the face of the Airbag inflator using a permanent marker or paint pen. This is to help ensure the Airbag is returned correctly, according to the instructions below.

Important: THE RECALL BULLETIN NUMBER MUST BE WRITTEN ON THE FACE OF THE REMOVED AIRBAG MODULE WITH A PAINT PEN OR PERMANENT MARKER TO PREVENT IT FROM BEING INCORRECTLY RETURNED.

Important: All airbag steering wheel modules replaced for this engineering study must be **immediately** returned to the GM Warranty Parts Center. **Under no circumstances should a used module be deployed or otherwise tampered with prior to shipment.**

5. **RETURN** the removed Airbag Steering Wheel Module. Refer to *Return Used Airbag Instructions* below.

Return Used Airbag Instructions

Note: Undeployed Airbags are regulated as dangerous goods and all service agents must follow all applicable International Maritime Dangerous Goods regulations, 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.

Important: DO NOT DEPLOY THE AIRBAG. AIRBAGS MODULES MUST BE RETURNED.

Important: DO NOT include any other parts or hardware in the box other than the un-deployed Airbag. Be sure that all required hazardous material markings and/or labels are still visible and that all non-needed labels are covered or removed.



6902697

1. Wrap the Airbag module in the bubble wrap from the original packaging, as shown in the picture above. If the original box cannot be reused, proper packaging will need to be acquired from available online sources.
2. Place the Airbag module in the center of the box on top of bubble wrap.



6960108

3. Place original bubble wrap around the Airbag module to prevent movement inside the box, as shown in the picture above.
 - **A copy of the job card must also be included in the box.** Ensure that the serial numbers of both the **NEW** and **USED** Airbag are recorded on the job card. The job card number, repair date, repair mileage and full 17-character VIN must be clearly visible on the job card.



6902698

4. Securely seal the cardboard box with clear packing tape across the entire length of the box and confirm flaps are flush prior to taping, as shown in the picture above.



6902696

5. Verify the Class 9 hazmat label is applied to the outside of each return Airbag box. Ensure all non-needed labels are covered or removed, as shown in the picture above.
 - Confirm UN Specification number is in the upright position
 - DO NOT COVER “Up Arrows” and “Handle with Care” Markings
 - DO NOT COVER UN Package specification markings
 - Confirm the Class 9 label is not damaged or covered
6. Hazardous materials should only be shipped to the Warranty Part Center using Central Transport. Returning the used Airbag Steering Wheel Module is **REQUIRED**.
 - A Part Return Request for the replaced Airbag Steering Wheel Module will be available through Global Warranty Management. Refer to *TSB #99-00-89-019P Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information* in SI for detailed information to return the requested Airbag Steering Wheel Module.

Parts Information

Important: The used Takata Airbag Steering Wheel Module must be returned following the return instructions at the bottom of the EI. DO NOT deploy the used Airbag. There will be a Part Return Request available through the Global Warranty Management (GWM) following the replacement of the Airbag Steering Wheel Module. DO NOT DEPLOY OR DISCARD THE REPLACED AIRBAG.

Causal Part	Description	Part Number	Qty
X	Airbag Steering Wheel Module - (Cruze Black)	95214734	1
	Airbag Steering Wheel Module - (Volt Black)	23170890	

Important: DO NOT place orders until the customer contacts the dealership to schedule an appointment.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107999*	Airbag Steering Wheel Module Replacement (Includes Return Packaging)	0.3 hr	ZREG	NA

*Please H-route claim for approval.

Upon completion of the required repair, vehicle owners are to visit the redemption website to submit their application for the \$250.00 Virtual Visa® Prepaid Card. The redemption site is:

www.gmengineeringstudy.com (Please Note: Website address IS NOT case-sensitive)

Version	1
Modified	Released October 30, 2025

