

**#18-NA-094: Takata Air Bag Completion Rate Improvement Program - Applicable to GM Recalls 14491, 14735, 15040, 15041, 15043, 15044, 15045, 15046, 15047, 15048, 15049, 15050, 15052, 15053, 15406, 15438, 15442, 15815, 15816, 15817, 15818, 15826, 17009, 17476, 17477, 28810, 28811, 17478, 18015, N192273760 and N192278940 - (Feb 12, 2021)**

Subject: Takata Air Bag Completion Rate Improvement Program - Applicable to GM Recalls 14491, 14735, 15040, 15041, 15043, 15044, 15045, 15046, 15406, 15438, 15442, 15815, 15816, 15817, 15818, 15826, 17009, 17476, 17477, 28810, 28811, 17478, 18015, N192273760, N192278940, N212328760, N212328770, N212328780, N212328790, and N212328800

**Attention: Please direct this bulletin to the General Manager, Parts and Service Director, Parts Manager, Service Manager, Used Vehicle Sales Manager and Warranty Administrator.**

THE \$50 COMPLETION RATE IMPROVEMENT PROGRAM EXPIRED ON 12-31-18.  
THE COURTESY TRANSPORTATION REIMBURSEMENT PROGRAM IS STILL IN EFFECT.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2007	2014				
Chevrolet	Avalanche	2007	2014				
	Silverado 1500	2007	2014				
	Silverado 2500/3500	2007	2014				
	Silverado HD	2007	2008				
	Suburban	2007	2014				
	Tahoe	2007	2014				
GMC	Sierra 1500	2007	2014			All	All
	Sierra 2500/3500	2007	2014				
	Sierra HD	2007	2008				
	Yukon Models	2007	2014				
Pontiac	Vibe	2003	2010				
Saab	9-3	2006	2011				
Saab	9-5	2006	2009				
	9-2X	2005	2006				
Saturn	Astra	2008	2009				

**Involved Region or Country**

This program applies to U.S. dealers only and is designed to help facilitate higher completion rates for the safety recalls and vehicle models identified above.

The National Highway Traffic Safety Administration (NHTSA) is overseeing efforts across all vehicle manufacturers to help improve completion rates for the Takata air bag recall. In support of this initiative, General Motors implemented a Takata Completion Rate Improvement Program on October 1, 2017 that included two components: \$50 Dealer Completion Bonus and Courtesy Transportation Reimbursement. The program officially ended on December 31, 2017 but was extended through February 28, 2018 with modifications and then eventually extended through July 31, 2018 and again on December 31, 2018. The \$50 Dealer Completion Bonus program expired as of December 31, 2018. However, the Courtesy Transportation Reimbursement program continues.

The program is designed to encourage dealers to actively follow-up with affected vehicle owners and assist them with scheduling a service appointment so that this serious safety defect can be corrected as quickly as possible.

**\$50.00 Dealer Completion Bonus (expired as of 12/31/18)**

The \$50.00 dealer completion bonus for the replacement of Takata air bag inflators is now expired. To qualify for the bonus, the recall repair must be performed at a GM dealership from January 1, 2018 through December 31, 2018 and the used air bag inflator returned as per applicable shipping instructions. The GM recalls and vehicles identified in the following table are eligible for the \$50.00 dealer completion bonus.

Recall Number	Bulletin Subject	Division	Model	Model Year
14491	Front Passenger Air Bag Inflator Assembly	Pontiac	Vibe	2003-2007
14735	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2003-2005
15040	Front Passenger Air Bag Inflator	Saab	9-2X	2005
15041	Driver Air Bag Replacement	Saab	9-3 9-5	2006-2011 2006-2009
15043	Driver Air Bag Replacement	Saab	9-3 9-5	2006-2011 2006-2009
15044	Front Passenger Air Bag Inflator	Saab	9-2X	2006
15045	Front Passenger Air Bag Inflator	Saab	9-2X	2006
15046	Front Passenger Air Bag Inflator	Saab	9-2X	2006
15406	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2004-2007
15438	Front Passenger Air Bag Inflator	Chevrolet GMC	Silverado HD Sierra HD	2007-2008
15442	Front Passenger Air Bag Inflator	Saab	9-2X	2005

15815	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2008
15816	Front Passenger Air Bag Inflator	Pontiac	Vibe	2008
15817	Front Passenger Air Bag Inflator	Chevrolet GMC	Silverado HD Sierra HD	2007-2008
15818	Front Passenger Air Bag Inflator	Saab	9-2X	2005
15826	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009-2010
17009	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009
17476	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009-2010
17477	Front Passenger Air Bag Inflator	Pontiac	Vibe	2010
28810	Takata Driver Air Bag	Saturn	Astra	2008-2009
28811	Takata Driver Air Bag	Saturn	Astra	2008-2009
17478	Front Passenger Air Bag Inflator	Pontiac	Vibe	2003-2007
18015	Front Passenger Air Bag Inflator	Pontiac	Vibe	2003-2007

For each eligible Takata air bag recall repair performed at a GM dealership from January 1, 2018 through December 31, 2018, dealers should submit for a \$50.00 dealer completion bonus via the GM Global Warranty System. Check the appropriate recall bulletin in the electronic Service Information (eSI) system for detailed submission instructions.

### **Courtesy Transportation Reimbursement**

Even though the involved vehicles are well beyond courtesy transportation eligibility guidelines, dealers are authorized to provide alternate transportation to affected vehicle owners while their vehicle is at a GM dealership for completion of an eligible Takata air bag recall. This could include one-way or two-way shuttle service, one half-day vehicle rental or one full-day vehicle rental with maximum reimbursement capped at one full-day vehicle rental.

The availability of courtesy transportation to these vehicle owners is very important in encouraging them to make their vehicle available as soon as possible for this serious safety related repair. When scheduling service appointments, it is imperative that dealers make sure these vehicle owners clearly understand that some form of courtesy transportation is available and will be provided at no charge while their vehicle is being repaired. The GM recalls and vehicles identified in the following table are eligible for courtesy transportation reimbursement.

<b>Recall Number</b>	<b>Bulletin Subject</b>	<b>Division</b>	<b>Model</b>	<b>Model Year</b>
14491	Front Passenger Air Bag Inflator Assembly	Pontiac	Vibe	2003-2007
14735	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2003-2005
15040	Front Passenger Air Bag Inflator	Saab	9-2X	2005

15041	Driver Air Bag Replacement	Saab	9-3 9-5	2006-2011 2006-2009
15043	Driver Air Bag Replacement	Saab	9-3 9-5	2006-2011 2006-2009
15044	Front Passenger Air Bag Inflator	Saab	9-2X	2006
15045	Front Passenger Air Bag Inflator	Saab	9-2X	2006
15046	Front Passenger Air Bag Inflator	Saab	9-2X	2006
15047	Front Passenger Air Bag Inflator	Saab	9-2X	2005
15048	Front Passenger Air Bag Inflator	Saab	9-2X	2005
15049	Front Passenger Air Bag Inflator	Saab	9-2X	2005
15050	Front Passenger Air Bag Inflator	Saab	9-2X	2006
15052	Front Passenger Air Bag Inflator	Saab	9-2X	2006
15053	Front Passenger Air Bag Inflator	Saab	9-2X	2006
15406	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2004-2007
15438	Front Passenger Air Bag Inflator	Chevrolet GMC	Silverado HD Sierra HD	2007-2008
15442	Front Passenger Air Bag Inflator	Saab	9-2X	2005
15815	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2008
15816	Front Passenger Air Bag Inflator	Pontiac	Vibe	2008
15817	Front Passenger Air Bag Inflator	Chevrolet GMC	Silverado HD Sierra HD	2007-2008
15818	Front Passenger Air Bag Inflator	Saab	9-2X	2005
15826	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009-2010

17009	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009
17476	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009-2010
17477	Front Passenger Air Bag Inflator	Pontiac	Vibe	2010
28810	Takata Driver Air Bag	Saturn	Astra	2008-2009
28811	Takata Driver Air Bag	Saturn	Astra	2008-2009
17478	Front Passenger Air Bag Inflator	Pontiac	Vibe	2003-2007
18015	Front Passenger Air Bag Inflator	Pontiac	Vibe	2003-2007
N192273760	Front Passenger Air Bag Inflator	Pontiac	Vibe	2008
N192278940	Incorrect Passenger Airbag	Pontiac	Vibe	2003-2004
N212328760	Front Passenger Airbag Inflator	Cadillac Chevrolet GMC	Escalade, ESV, EXT Avalanche, Silverado 1500, Suburban, Tahoe Sierra 1500, Yukon, Yukon XL	2007- 2011
		Chevrolet GMC	Silverado 2500/3500 Sierra 2500/3500	2009- 2011
N212328770	Front Passenger Airbag Inflator	Cadillac Chevrolet GMC	Escalade, ESV, EXT; Avalanche, Silverado 1500 and 2500/3500, Suburban, Tahoe Sierra 1500 and 2500/3500, Yukon, Yukon XL	2012
N212328780	Front Passenger Airbag Inflator	Cadillac Chevrolet GMC	Escalade, ESV, EXT Avalanche, Silverado 1500, Suburban, Tahoe Sierra 1500, Yukon, Yukon XL	2007- 2009
		Chevrolet GMC	Silverado 2500/3500 Sierra 2500/3500	2009
N212328790	Front Passenger Airbag Inflator	Cadillac Chevrolet GMC	Escalade, ESV, EXT Avalanche, Silverado 1500 and 2500/3500, Suburban, Tahoe Sierra 1500 and 2500/3500, Yukon, Yukon XL	2009- 2010 and 2013

N212328800	Front Passenger Airbag Inflator	Cadillac Chevrolet GMC	Escalade EXT Avalanche, Silverado 1500 Sierra 1500	2010- 2013
		Cadillac Chevrolet GMC	Escalade, Escalade ESV Silverado 2500/3500, Suburban, Tahoe Sierra 2500/3500, Yukon , Yukon XL	2010- 2014

For each eligible Takata air bag recall repair performed at a GM dealership for which the vehicle owner requested courtesy transportation, dealers should submit for courtesy transportation reimbursement via the GM Global Warranty System. Check the appropriate recall bulletin in the electronic Service Information (eSI) system for detailed submission instructions.

In summary, the Takata Completion Rate Improvement Program is only applicable to the safety recalls and vehicle models identified above. The involved recall bulletins have been revised accordingly and are available in the electronic Service Information (eSI) system.

If you have any questions or concerns about this program, please contact your District Manager – Aftersales.

<b>Version</b>	12
<b>Modified</b>	<p>Released April 03, 2018</p> <p>Revised April 30, 2018 – Updated the program date.</p> <p>Revised June 06, 2018 – Updated the program date.</p> <p>Revised June 29, 2018 – Updated the program date to July 31, 2018.</p> <p>Revised July 30, 2018 – Updated the program date to December 31, 2018.</p> <p>Revised November 29, 2018 – Added the Saab 9-2X model and updated the information in the Recall tables.</p> <p>Revised February 13, 2019 – Added program expiration date of December 31, 2018.</p> <p>Revised November 06, 2019 – Updated the Subject and tables to add 2 applicable GM Recalls to program and add that the dealer completion bonus program has expired and that the courtesy transportation reimbursement program is still in effect.</p> <p>Revised January 21, 2020 – Updated the Recall numbers in the Subject and in the Recall table under Courtesy Transportation Reimbursement.</p> <p>Revised January 27, 2020 – Added Recall number N192278940 in the Subject and in the Recall table under Courtesy Transportation Reimbursement.</p> <p>Revised August 14, 2020 – Added Recall number N192273760 in the Subject and in the Recall table under Courtesy Transportation Reimbursement.</p> <p>Revised February 12, 2021 — Updated Models and Recall Numbers.</p>