

Product Safety Recall

N182198820 Passenger Airbag Underinflated



Release Date: December 2018

Revision: 01

Revision Description: This bulletin is being revised to include the customer notification letter. Please discard all previous copies of bulletin N182198820.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 (New Model)	2019	2019		
GMC	Sierra 1500 (New Model)	2019	2019		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2019 Chevrolet Silverado 1500 and GMC Sierra 1500 Crew Cab trucks. These vehicles have a retainer ring within the passenger-side airbag module that may have been damaged during the assembly process. This damage could allow gas to escape during airbag inflation and deployment, which would reduce the amount of gas available to fill the airbag. A passenger-side airbag that does not fill properly may increase the risk of injury in certain crashes in which the passenger-side airbag is commanded to deploy.
Correction	Replace passenger airbag.

Parts

Quantity	Part Name	Part No.
1	Airbag-Instrument Panel	84532192

An initial supply of the 84532192 required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment will begin and conclude the week of December 4, 2018. Shipments cover all involved vehicles. Pre-shipped parts will be charged to the dealer's open parts account.

Important: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **as CSO only**. Please **do not place orders as SPAC**; it will delay shipment of the order and will not provide visibility. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

All orders placed for 84532192 prior to the pre-shipment will be cancelled. Additional parts, if required, are to be obtained from GMCCA. Please refer to your "involved vehicles listing" before ordering parts. **Parts are currently in limited supply.** Due to the small number of vehicles involved, 165, and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. **All orders will be reviewed prior to being filled.** Parts may have quantity limiters in effect.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104229	Replace Instrument Panel Airbag (includes deployment/disposal)	2.5	ZFAT	N/A

Product Safety Recall

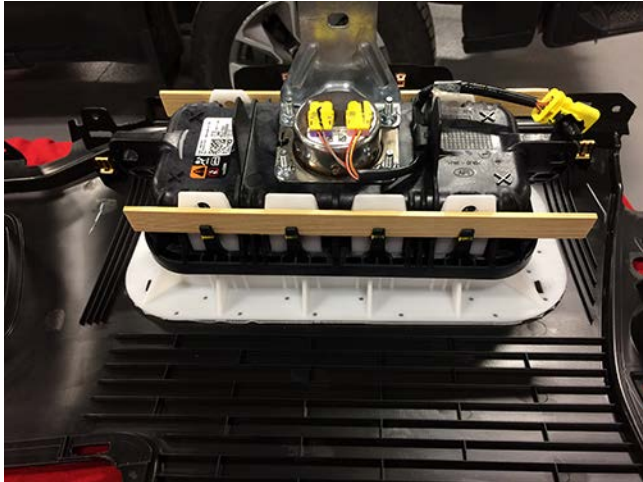
N182198820 Passenger Airbag Underinflated



Service Procedure

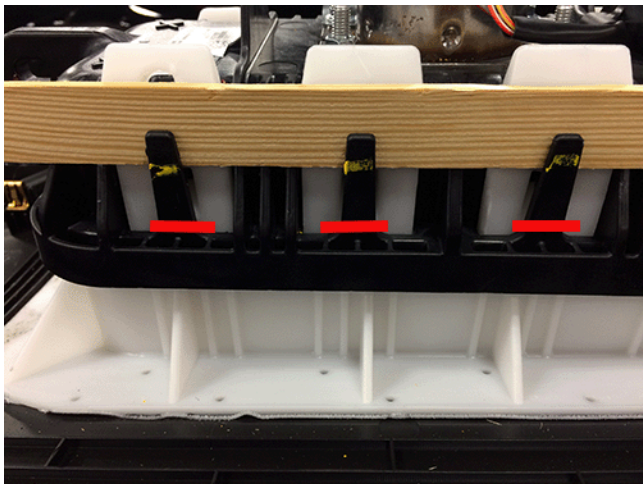
Replace the instrument panel airbag. Refer to *Instrument Panel Airbag Replacement* in SI.

Airbag Removal and Installation Tips



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Wood Straight Edge Inserted Per ESI Procedure



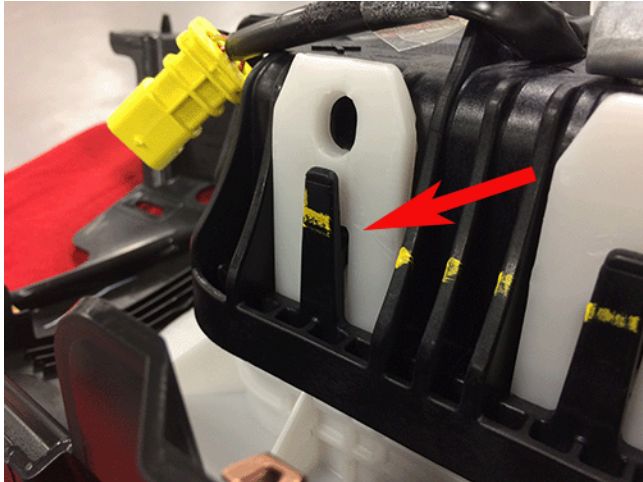
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Cut slots in all eight black tabs, cut area indicated in red.

When removing the airbag from the instrument panel, it may be difficult to release the black tabs from the bracket. Use a small cut off wheel such as a Dremel tool to cut a slot in the black tab near the base, this will relieve the tension on the tab. **Use extreme care to not cut into the white bracket on the instrument panel.**

Product Safety Recall

N182198820 Passenger Airbag Underinflated



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When installing the new airbag, ensure all eight of the black tabs on the airbag assembly are fully engaged with the white tabs on the instrument panel bracket. You will hear a click when the tabs fully engage.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor

Product Safety Recall

N182198820 Passenger Airbag Underinflated



vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).





IMPORTANT SAFETY RECALL

December 2018

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2019 Chevrolet Silverado 1500 and GMC Sierra 1500 Crew Cab trucks. These vehicles have a retainer ring within the passenger-side airbag module that may have been damaged during the assembly process. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N182198820.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Some 2019 Chevrolet Silverado 1500 and GMC Sierra 1500 Crew Cab trucks have a retainer ring within the passenger-side airbag module that may have been damaged during the assembly process. This damage could allow gas to escape during airbag inflation and deployment, which would reduce the amount of gas available to fill the airbag. A passenger-side airbag that does not fill properly may increase the risk of injury in certain crashes in which the passenger-side airbag is commanded to deploy.

What will we do?

Your GM dealer will replace the instrument panel airbag. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual time of approximately 2 ½ hours.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 18V868.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety