

Product Safety Recall

N202305381 Reduced (RH) Roof Rail Air Bag Performance



Release Date: July 2020

Revision: 02

Revision Description: This bulletin has been revised to add the customer letter, update the parts table, and to provide instructions on how to safely return replaced airbag modules to the supplier. Please discard all previous copies of bulletin N202305381.

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		
Buick	Enclave	2020	2020		
Cadillac	XT5				
	XT6				
Chevrolet	Blazer				
	Silverado				
	Traverse				
GMC	Acadia				
	Sierra				

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 2020 model year Buick Enclave vehicles; 2020 model year Cadillac XT5 and XT6 vehicles; 2020 model year Chevrolet Blazer, Silverado 1500, Silverado 2500/3500, and Traverse vehicles; and 2020 model year GMC Sierra 1500, Sierra 2500/3500, and Acadia vehicles. In these vehicles, the diffuser component of the roof-rail airbag ("RRAB") inflator may not have been properly crimped to the inflator by the supplier and could separate from the inflator during airbag deployment. If the diffuser separates from the inflator during deployment, RRAB performance may be degraded, which could increase risk of injury to occupants in a crash.
Correction	Dealers will replace suspect right side RRAB modules.

Parts

Use the vehicle VIN and Electronic Part Catalog (EPC) to determine which part(s) to order per vehicle RPO(s).

Quantity	Part Name	Part No.
1	AIRBAG ASM-FRT ROW R/RL (RH)	84738609
1	AIRBAG ASM-FRT & RR ROW R/RL (RH)	84743878
1	AIRBAG ASM-FRT & RR ROW R/RL (RH)	84715300
1	AIRBAG ASM-FRT & RR & 3RD ROW R/RL (RH)	84476918
1	AIRBAG ASM-FRT & RR ROW R/RL (RH)	84444705
1	AIRBAG ASM-FRT & RR & 3RD ROW R/RL (RH)	84505455
1	AIRBAG ASM-FRT & RR & 3RD ROW R/RL (RH)	84811476
1	AIRBAG ASM-FRT & RR & 3RD ROW R/RL (RH)	84823711
1	AIRBAG ASM-FRT & RR & 3RD ROW R/RL (RH)	84506342
1	AIRBAG ASM-FRT & RR & 3RD ROW R/RL (RH)	84677893

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which right side roof rail airbag to order.

Parts Pre-Ship Information – For USA & Canada Only

An initial supply of right side roof rail airbags will be pre-shipped to involved dealers of record that have an unsold vehicle on their lot. This pre-shipment is scheduled to begin the week of July 27, 2020 and conclude the week of August 3, 2020. It will be approximately 100% of each dealer's involved lot vehicles. Pre-shipped parts will be charged to dealer's open parts account.

Product Safety Recall

N202305381 Reduced (RH) Roof Rail Air Bag Performance



Additional parts, if required, should be obtained from GMCCA. **Do NOT place orders until the customer contacts the dealership to schedule an appointment.** Order parts on a CSO = Customer Special Order only and **you must supply VIN in the Note Field.** DRO's may be cancelled. All orders will be reviewed prior to being filled. If your VIN is not part of the VIN population then your order will be cancelled.

IMPORTANT NOTE: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery.

For Export: Please contact CCA's Export Order Fulfillment group to place the order on your behalf. Please have VIN available for analyst.

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

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104959	Front and Rear Row Seat Roof Rail Airbag/Front, Rear, and 3rd Row Roof Rail Airbag Replacement			
	Blazer- Roof Side Rail Airbag	3.0*	ZFAT	N/A
	Silverado/Sierra - Roof Side Rail Airbag	2.8*		
	Enclave- Roof Side Rail Airbag	1.5*		
	Enclave- Front, Rear, and 3rd Row Roof Rail Airbag	4.5*		
	Acadia/Traverse- Roof Side Rail Airbag	1.5*		
	Acadia/Traverse- Front, Rear, and 3rd Row Roof Rail	1.6*		
	XT5-Roof Side Rail Airbag	1.5*		
	XT5-Front, Rear, and 3rd Row Roof Rail Airbag	1.5*		
XT6-Front, Rear, and 3rd Row Roof Rail Airbag	2.2*			

* Submit a \$20.00 administrative allowance for return of the replaced front passenger air bag module. This includes document preparation and packaging. Add this amount in the Administrative Allowance Net Item Field when submitting the repair transaction.

For exports add 0.2 hrs. for administrative expenses.

Service Procedure

IMPORTANT: DO NOT DEPLOY THE AIRBAG. AIRBAGS MUST BE RETURNED TO SUPPLIER.

Replace the roof rail airbag. Refer to *Front and Rear Row Seat Roof Rail Airbag, Front, Rear, and 3rd Row Roof Rail Airbag Replacement in SI.*

Airbag Return Instructions

Undeployed airbags are regulated as dangerous goods and all service agents must follow all applicable 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.

Note: DO NOT DEPLOY ANY AIRBAG.

Airbag Module Return Instructions For ALL Dealers except Canada:

For Direction, packaging, documentation and postage:

Contact Supplier: ZF

Lenord Landwehr

phone: (480) 722-4814

email: Lenord.Landwehr@zf.com

Airbag Module Return Instructions For Canadian Dealers ONLY:

See Canada only Airbag Return Shipping Instructions at the end of the bulletin.

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.

Product Safety Recall

N202305381 Reduced (RH) Roof Rail Air Bag Performance



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/repaired 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. 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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to 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 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 for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

Product Safety Recall

N202305381 Reduced (RH) Roof Rail Air Bag Performance



Canada Only – “FLASHER”

ROOF RAIL AIRBAG MODULE - RECALL N202305381

To complete the Flasher, please fill out the information below and then make a photocopy of the document. Insert the original completed Flasher in the return box with the airbag module removed from the vehicle. Securely tape of photocopy of the completed Flasher to the top of the box. This product may be moving long distances to the consolidation point therefore, please ensure the Flasher stays intact on the outside of the box.

IMPORTANT: The return box must contain the completed Flasher and the recalled airbag module removed from the vehicle.

VIN (17 Characters): _____

Part Number: _____

Serial Number: _____

Quantity: _____

Dealer Code: _____

Canadian Dealers: Airbag Module returns for recall N202305381 are to be processed through your normal return process. No return tag/credit will be issued for these used airbags.

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Canada seulement – « CARTE INDICATRICE »

MODULE DE SAC GONFLABLE MONTÉ AU PAVILLON – RAPPEL No N202305381

Pour remplir la carte indicatrice, veuillez nous fournir les renseignements demandés ci-dessous, puis faire une copie du document. Insérer la carte indicatrice originale dûment remplie dans la boîte de retour avec le module de sac gonflable retiré du véhicule. Bien fixer en place à l'aide d'un ruban adhésif une photocopie de la carte indicatrice dûment remplie sur le dessus de la boîte. Ce produit pourrait parcourir une longue distance jusqu'au point de consolidation; par conséquent, veuillez vous assurer que la carte indicatrice demeure intacte à l'extérieur de la boîte.

IMPORTANT : La boîte de retour doit contenir la carte indicatrice dûment remplie ainsi que le module de sac gonflable faisant l'objet du rappel et qu'on a retiré du véhicule.

NIV (17 caractères): _____

Numéro de pièce: _____

Numéro de série: _____

Quantité: _____

Code du concessionnaire: _____

Concessionnaires canadiens : Les retours de module de sac gonflable dans le cadre du rappel no N202305381 doivent être effectués selon votre procédure de retour normale. Aucune étiquette de retour/de crédit ne sera émise pour ces sacs gonflables usagés.

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Product Safety Recall

N202305381 Reduced (RH) Roof Rail Air Bag Performance



Canada Only Instructions - Airbag Module Return Process for Recall N202305381

IMPORTANT: Do not deploy any airbag. The person packing the airbag module must read & follow the instructions below.

ROOF RAIL AIRBAG MODULE - RECALL N202305381

Please fill out the information on the Flasher found in the recall bulletin and make a photocopy of it. Insert the original completed Flasher in the return box with the recalled airbag module removed from the vehicle. Securely tape a copy of the completed Flasher to the top of the box. This product may be moving long distances to the consolidation point therefore, please ensure the Flasher stays intact on the outside of the box.

Canadian Dealers: Airbag Module returns are to be processed through your normal return process. No return tag/credit will be issued for returned airbags for Recall N202305381.

- If packaging is required, contact Lenord Landwehr (Lenord.Landwehr@zf.com; 1-480-722-4814)
- Undeployed airbags are regulated as dangerous goods and all service agents must follow all applicable 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.
- Complete a PC0302C (302C) form and ensure that the Transportation of Dangerous Goods (TDG) section is completed correctly.
- At time of returns pickup, provide driver with the 302C form with the recalled airbag(s) properly manifested for shipment back to your PDC. **(Driver will not pick up any product without this document filled out and signed.)**

PDC contact and fax numbers for YOUR Servicing PDC:

Woodstock (519) 536-7410 Fax: (519) 536-7409

Edmonton (780) 451-7019 Fax: 1-866-350-6233

Montreal (514) 630-6162 Fax: (514) 630-7362

Vancouver (604) 857-4347 Fax: (604) 857-4402

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Directives pour le Canada seulement – Processus de retour du module de sac gonflable dans le cadre du rappel no N202305381

IMPORTANT : Ne pas déployer le sac gonflable. La personne qui emballe le module de sac gonflable doit lire et suivre les instructions ci-dessous.

MODULE DE SAC GONFLABLE MONTÉ AU PAVILLON – RAPPEL No N202305381

Veuillez entrer les renseignements dans la carte indicatrice qui se trouve dans le bulletin de rappel et en faire une photocopie. Insérer la carte indicatrice originale dûment remplie dans la boîte de retour avec le module de sac gonflable faisant l'objet du rappel et qu'on a retiré du véhicule. Bien fixer en place à l'aide d'un ruban adhésif une copie de la carte indicatrice dûment remplie sur le dessus de la boîte. Ce produit pourrait parcourir une longue distance jusqu'au point de consolidation; par conséquent, veuillez vous assurer que la carte indicatrice demeure intacte à l'extérieur de la boîte.

Concessionnaires canadiens : Les retours de module de sac gonflable doivent être effectués selon votre procédure de retour normale. Aucune étiquette de retour/de crédit ne sera émise pour les sacs gonflables retournés dans le cadre du rappel no N202305381.

- Si l'emballage est requis, veuillez communiquer avec Lenord Landwehr (Lenord.Landwehr@zf.com; 1 480 722-4814)
- Les sacs gonflables inutilisés sont régis comme étant de la marchandise dangereuse et tous les agents au service doivent respecter les lois internationales, fédérales, provinciales et municipales applicable en préparant le matériel pour le transport, y compris la classification, l'emballage, l'étiquetage, l'indication et l'envoi de marchandise dangereuse.
- Remplissez le formulaire PC0302C (302C) et assurez-vous que la section sur le transport de marchandises dangereuses (TMD) est remplie correctement.
- Au moment du ramassage, donnez le formulaire 302C au conducteur avec les sacs gonflables faisant l'objet du rappel correctement étiquetés pour qu'ils soient retournés à votre CDP. **(Le conducteur ne ramassera pas de produit sans ce document rempli et signé.)**

Numéros de téléphone et de télécopieur des CDP:

Woodstock: 519 536-7410 Télécopieur: 519 536-7409

Montréal: 514 630-6162 Télécopieur: 514 630-7362

Edmonton: 780 451-7019 Télécopieur: 1 866 350-6233

Vancouver: 604 857-4347 Télécopieur: 604 857-4402

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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IMPORTANT SAFETY RECALL

September 2020

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 2020 model year Buick Enclave, Cadillac XT5, XT6, Chevrolet Blazer, Silverado, Traverse, GMC Acadia, and Sierra vehicles. 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 N202305381.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The diffuser component of one or both of your vehicle's roof-rail airbag ("RRAB") inflators may not have been properly crimped to the inflator by the supplier and could separate from the inflator during a RRAB deployment. If the diffuser separates from the inflator during deployment, RRAB performance may be degraded, which could increase risk of injury to occupants in a crash.

What will we do?

Your GM dealer will replace suspect side RRAB modules. 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 service correction time of up to 4 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)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
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 20V446.

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

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Maryann L. Combs
Vice President
Global Vehicle Safety

GM Recall: N202305381