

Frequently Asked Questions (FAQs) for Safety Recall N202305381 Reduced (RH) Roof Rail Air Bag Performance

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) 2020 Buick Enclave, Cadillac XT5, XT6, Chevrolet Blazer, Silverado, Traverse, GMC Acadia, and Sierra.

Q2) What is the issue or condition?

A2) The diffuser in the passenger side roof rail airbag could separate from the inflator. This could result in airbag performance degradation and an increase of occupant risk of injury in the event of deployment.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None.

Q4) What is the remedy/repair?

A4) Replace suspect roof rail airbag(s).

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) 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.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, the remedy/repair is available now, please see the attached bulletin for details.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.