

Frequently Asked Questions (FAQs) for Safety Recall N202305380 Reduced (LH) 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 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

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) The remedy/repair is available now for the following vehicles:
2020 Cadillac XT5, XT6, Chevrolet Blazer, Silverado, Traverse, and GMC Sierra.
Parts are currently unavailable for the 2020 Buick Enclave and GMC Acadia. When a sufficient quantity of parts are available, the recall bulletin will be revised, and dealers can begin repairing vehicles.

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://vinrcl.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.