

## **Frequently Asked Questions (FAQs) for Safety Recall N202309680 Roof Rail Air Bag End Cap May Separate**

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) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 – 2016 model year Chevrolet Silverado and GMC Sierra vehicles.

**Q2) What is the issue or condition?**

A2) In these vehicles, the roof-rail airbag (“RRAB”) inflators, which are located on the left and right-side roof rails above the headliner, may contain a manufacturing defect that can cause the inflator end cap to detach from the inflator vessel. Corrosion inside the inflator vessel near the end cap, which was caused by moisture introduced into the vessel during the supplier’s manufacturing process.

**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) Dealers will replace suspect RRAB modules. Suspect modules may be on the left side and/or right side.

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

A5) If the end cap separates from the inflator, the compressed gas will escape from the RRAB inflator and the end cap can be propelled into the vehicle, potentially causing an occupant injury if the vehicle is occupied.

**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) No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, 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.