

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS 5669
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 5, 2021

Subject: Safety Recall N212328770
Front Passenger Airbag Takata Inflator – Priority Group 7

Models: 2012 Cadillac Escalade, Escalade ESV, Escalade EXT
2012 Chevrolet Avalanche, Silverado 1500, Suburban, Tahoe
2012 GMC Sierra 1500, Yukon, Yukon XL
2012 Chevrolet Silverado 2500/3500
2012 GMC Sierra 2500/3500

To: All General Motors Dealers

General Motors is releasing Safety Recall N202328770 today. The total number of U.S. vehicles involved is approximately 284,649. Please see the attached bulletin for details.

NHTSA defined priority groups are determined by vehicle location and model year. Vehicles involved in this recall were originally part of bulletin N202324210. This bulletin will be closed 2/5/21, and affected vehicles will now show under this safety recall.

Important:

Part # 84255088 Front Passenger Airbag Inflator Kit (Single Stage - HD pick-up trucks) is in very limited supply and will be replaced by a new service part in the very near future. Once the new part is released, part # 84255088 will be obsolete and unusable for this field action. These parts cannot be returned due to their hazardous goods shipping restrictions. DO NOT order this part for shelf stock in your inventory this is a field fix part only. Only order this part for a customer vehicle that is being serviced.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 6, 2021 or sooner.

The IVH status of included vehicles will be “Incomplete-Limited or No Parts” status. Please hold all warranty transactions until IVH has been updated.

A warranty claim can be submitted, and the recall can be closed while the included VIN is in “Incomplete-Limited or No Parts” status once the service procedure in this bulletin is completed.

END OF MESSAGE
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