

Frequently Asked Questions (FAQs) for Safety Recall N212328770
Front Passenger Airbag Takata Inflator – Priority Group 7

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) Certain 2007-2014 model year Cadillac Escalade, Chevrolet Silverado 1500 and Tahoe; certain 2012-2014 model year Escalade ESV vehicles; certain 2007-2008 and 2011-2012 model year Chevrolet Avalanche vehicles; certain 2008-2014 model year Chevrolet Silverado 2500/3500 vehicles; certain 2007-2012 model year Chevrolet Suburban vehicles; certain 2008 and 2012 model year GMC Yukon vehicles; and certain 2012 model year Cadillac Escalade EXT, GMC Sierra 1500, Sierra 2500/3500, Yukon XL vehicles.

Q2) What is the issue or condition?

A2) TK Holdings Inc. ("Takata") has decided that a defect which relates to motor vehicle safety exists in the passenger-side frontal airbag inflators installed as original equipment in certain 2007 to 2014 model year Cadillac Escalade, Escalade ESV, and Escalade EXT vehicles; certain Chevrolet Avalanche, Silverado 1500, Silverado 2500/3500, Suburban, and Tahoe vehicles; and certain GMC Sierra 1500, Sierra 2500/3500, Yukon, and Yukon XL vehicles. The determination was made that the propellant in these inflators may degrade after long-term exposure to high humidity and temperature cycling, which could cause the inflator to rupture during a 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) Dealers will replace the passenger-side frontal airbag inflator.

Q5) What is the safety risk?

A5) GM's six-year engineering investigation demonstrated that the front-passenger airbag inflators in these vehicles will continue to operate safely. We will begin a cadenced process to notify customers when they should see their dealers for repair based on age of vehicles and geographic location.

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, parts are now available to support the repair of all vehicles including heavy-duty pickup vehicles for Priority Group 7. 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.

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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/>. Owners may also visit gmtakataairbag.com.

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

A10) In conjunction with the Takata Air Bag Completion Rate Improvement Program, dealers are authorized to provide alternate transportation to affected vehicle owners while their vehicle is at a GM dealership for performance of this recall. Refer to GM Service Information Bulletin #18-NA-094 for program guidelines.