

## GMT900 Front Passenger Airbag Recalls Dealer Frequently Asked Questions:

### **Q1) Why are there five different recall bulletins? Why not one?**

A1) The United States National Highway Traffic Safety Administration (NHTSA) determined priority groups for all Takata airbag safety recalls. These priority groups are determined by the age of the vehicle in combination with the heat and humidity levels where the vehicles have resided throughout their life. The older the vehicle and the hotter and more humid the climate, the higher the priority group (Priority Group 6 is the highest priority group, Priority Group 10 is the lowest priority group). Having separate recall bulletins allows GM to better manage the sending of owner letters allowing us to better manage the customer flow into the dealers and provide the parts necessary to make the repair.

### **Q2) Why are the Priority Groups numbered 6 through 10? What happened to 1 through 5?**

A2) Priority groups 1 through 5 are associated with prior Takata airbag safety recalls that have already been launched on vehicles like the Pontiac Vibe and 2007-08 Silverado/Sierra 2500/3500.

### **Q3) When are the owner letters being sent?**

A3) GM expects to start sending Advisory Letters (e.g. informing owners the repair is not available currently) later in February to the owners in Priority Groups 7 through 10. GM expects to start sending Parts Letters (e.g. informing owners parts are available and to contact their dealer) to the owners in Priority Group 6 starting in early March.

### **Q4) Why am I not able to run these new recalls through the Maxis Dealer Field Action Report System in Global Connect?**

A4) The current IVH status for the VINs in all five recalls is currently “Incomplete-Limited or No Parts”. This was done to try and allow our Customer Care and Aftersales Supply Chain team time to distribute airbag inflators to your local PDCs. As soon as the IVH status in Priority Group 6 is changed from “Incomplete-Limited or No Parts” to “Open”, dealers will be able to start running reports in Maxis-Dealer. GM expects to start moving VINs to “Open” status in IVH for Priority Group 6 in the beginning of March.

### **Q5) Can we repair vehicles when the IVH status is “Incomplete-Limited or No Parts”?**

A5) Yes, GM allows dealers to fix any vehicles in their used inventory and any customer vehicle when the owner contacts you asking to get their truck repaired. Follow the information contained in the appropriate bulletin to submit your warranty claim and close the recall.

### **Q6) What if my dealer is not located in a hot and humid area and my customers are receiving Advisory Letters? Can I still perform the recall repairs and close the recall for my customers?**

A6) Yes. However, GM would ask to only perform repairs when customers proactively contact you to have their vehicle repaired, or if an affected VIN is in your used inventory. We ask that you do not proactively contact your customers while the VIN is in “Incomplete-Limited or No Parts” status in IVH. This is in an effort to preserve our parts inventory for customers in the hotter and more humid areas.

**Q7) Why are the old recall bulletins gone (e.g. 49151, 49152, and N202324210)?**

A7) As part of GM’s agreement with the National Highway Traffic Safety Administration (NHTSA), GM agreed to launch five new recall bulletins for Priority Groups 6 through 10.

**Q8) What if I have a job card that was opened under one of the old recall bulletins? How do I get paid? How does the recall get closed?**

A8) The labor codes in the three old bulletins are still valid even though the VINs have been moved to their new recall population. Submit your warranty claims according to the terms of the old bulletin. GM will ensure that the repaired VIN gets closed in the NEW recall. Please submit all warranty claims promptly.

**Q9) The new bulletins state the following:**

*“Important: \* Part # 84255088 Front Passenger Airbag Inflator Kit (Single Stage - HD pickup 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”.*

**Does this mean if I install part number 84255088 in a 2500/3500 pickup, the recall will have to be done again?**

A9) No, the recall will not have to be done again. The recall will be closed with the use of this part. GM put this comment in the bulletins to encourage dealers to not order this part number for shelf stock because a replacement part is in development now. If you have a truck in your used inventory or a customer vehicle that needs to be repaired, this part is acceptable to use.

**Q10) Why is XPO Logistics is not returning my phone calls to arrange pickup of my used inflators?**

A10) Due to COVID, the XPO Logistics team is working remote and are unable to man their phone line at this time. If you need to schedule an airbag return, please contact XPO Logistics at the following email address: [SCFIELDACTION.14305@XPO.COM](mailto:SCFIELDACTION.14305@XPO.COM). GM will inform dealers via Global Connect when XPO Logistics is back on site and monitoring the phone number included in the return instructions.