

Reference Number: GCUS-3-3035

Stop Delivery Order for Safety Recall N232408490 - Roof Rail Airbag Inflator May Rupture

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6679

URGENT - DISTRIBUTE IMMEDIATELY

Date: September 20, 2023

Subject: Stop Delivery Order for Safety Recall N232408490 (Both Sides), N232408491 (Left Side), N232408492 (Right Side)

Roof Rail Airbag Inflator May Rupture

Models: 2014 Buick Verano

2014 Chevrolet Cruze

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2014 model year Buick Verano and Chevrolet Cruze vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about a safety recall that involves these vehicles. The GM recall number is N232408490.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year Buick Verano and Chevrolet Cruze vehicles. In these vehicles, the left and/or right side roof-rail airbag ("RRAB") inflators, which are located on the roof rails above the headliner, may contain a manufacturing defect that may result in rupture at the inflator weld joint. If the RRAB inflator ruptures at the weld joint, the compressed gas will escape, causing a partial inflation of the RRAB where one or more sections of the inflator may enter or exit the vehicle. This may potentially cause injury if a person is in or around the vehicle during the event.

Parts are not currently available, but when parts are available, dealers will replace suspect left and/or right side RRAB modules.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this recall on September 20, 2023. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Frequently Asked Questions Document (FAQs)

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

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "09/20/2023" under Release Date and "Incomplete – Remedy Not Available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS