

Product Safety Recall

N182206630 Airbag Inflator Rupture



Release Date: March 2019

Revision: 01

Revision Description: This bulletin has been updated to add the warranty information for the Working Capital Assistance Program (WCAP for US only) due to the new process implemented on February 21, 2019 (see GCUS-9-7345 for additional information). The parts list has also been updated to include all required steering wheel airbag part numbers. Please discard all copies of N182206630.

Attention:	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 under a sale or lease until the defect or noncompliance is remedied. Dealers were notified of this upcoming safety recall on December 21, 2018. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer. All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.
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Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Malibu	2010	2011		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010 - 2011 model year Chevrolet Malibu vehicles. These vehicles were equipped with an ARC front-driver airbag inflator that could over pressurize during airbag deployment and rupture. If the front-driver airbag inflator ruptures during deployment, the airbag may not fully inflate, and the release of high-pressured gas may propel pieces of the inflator and airbag module into the occupant compartment, causing or increasing the risk of injury to occupant(s) in a crash.
Correction	Dealers will replace the front-driver airbag module.

Parts

Quantity	Part Name	Part No.
1	Airbag – Steering Wheel	20963720
1	Airbag – Steering Wheel	20963722
1	Airbag – Steering Wheel	20963721

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which airbag assembly to order as they are color parts. These parts should not be ordered as shelf stock.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103137	Replace Steering Wheel Airbag Module	0.4	ZFAT	*
9104338	Working Capital Assistance Program Reimbursement	N/A	ZFAT	**

* **US and Canada Dealers Only - Involved vehicle owners are eligible for courtesy transportation per customer request while parts are unavailable and up until their vehicle is repaired. If courtesy transportation is required, add the actual cost in the appropriate Net Item field when submitting the repair transaction.**

Note: US Only - To avoid having to "H" route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Product Safety Recall

N182206630 Airbag Inflator Rupture



Important: The WCAP ZSET transaction labor code, 9800021, provided in the dealer message sent on (January 4, 2019), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

**** US Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (December 21, 2018) to the date the recall bulletin was released (not to exceed 101 days).

Canada Dealers Only - For Canada, please continue to follow the process outlined in the Used Virtual Coupon Program Dealer message published on January 4, 2019. (see GCCA-5-1323).

Vehicle	Working Capital Assistance Reimbursement Amount
	USA
2010 Chevrolet Malibu	\$1.67
2011 Chevrolet Malibu	\$1.71

Service Procedure

Note: Do not discard or destroy the box containing the new steering wheel airbag, it will be needed to return the used inflator. Refer to the instructions at the end of this bulletin for return instructions.

1. Replace the steering wheel airbag module. Refer to *Airbag Steering Wheel Module Replacement* in SI.
2. Package and return the used steering wheel airbag module. Refer to the instructions below.

Used Airbag Return Instructions – US Only

All airbag modules replaced for this engineering study must be immediately returned to the GM Warranty Parts Center. **Under no circumstances should a used airbag be deployed or otherwise tampered with prior to shipment.**

- Check the box that the new airbag was shipped in for damage and confirm that it still contains the required shipping inserts. If the box is in acceptable condition, place the used airbag in the “cradle” of the box insert. **A copy of the job card must also be included in the box.** The job card number, repair date, repair mileage and full 17-character VIN must be clearly visible on the job card. Also make sure that the serial numbers of the new airbag and the used airbag are recorded on the job card.
- DO NOT include any other parts or hardware in the box other than the un-deployed airbag and job card copy. Close the top box flap and seal with packing tape. Be sure that all required hazardous material markings and/or labels are still visible and that all non-needed labels are covered or removed. Hazardous materials should only be shipped to the Warranty Part Center using Central Transport.
- There will be a Part Return Request available through the Global Warranty Management system and follow the instructions in WPC Technical Service Bulletin #99-00-89-019P. Be sure to comply with all hazardous part shipping requirements described in the bulletin. Dealers may also refer to Title 49 of the Code of Federal Regulations, Parts 171 to 180, when shipping any hazardous material.

Hazard Code	Freight Code	B/L Shipping Description	Hazard Label	Box Marking Shipping Name
A	805	UN3268, Safety Devices, 9, ERG# 171	Miscellaneous	UN3268 Safety Devices

In the event that the original box can't be reused, dealers will need to acquire proper packaging from available online sources.

Used Airbag Return Instructions – Canada Only

See Canada only packaging and return shipping instructions at the end of the bulletin.

Used Airbag Return Instructions – Export Only

All airbag modules replaced for this engineering study must be immediately returned to the GM Regional Warranty Parts Center at the following location:

Attention: Omran InamAlla
Customer Care & Aftersales Department
General Motors Africa & Middle East
Dubai World Trade Center

Product Safety Recall

N182206630 Airbag Inflator Rupture



Sheikh Rashid Tower - Floor No. 31
Dubai, United Arab Emirates
Contact # +971 4 3143305

Under no circumstances should a used airbag be deployed or otherwise tampered with prior to shipment.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Courtesy Transportation – For USA & Canada

If component parts are not available to repair a customer's vehicle and the customer requests alternate transportation, the dealer may provide a rental vehicle to the customer free of charge until component parts are available to repair the customer's vehicle. Standard courtesy transportation is also available while a customer's vehicle is being serviced. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines on rental vehicle coverage.

Product Safety Recall

N182206630 Airbag Inflator Rupture



Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

February 2019

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2010-2011 model year Chevrolet Malibu vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N182206630.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle is equipped with an ARC front-driver airbag inflator that could over pressurize during airbag deployment and rupture. If the front-driver airbag inflator ruptures during deployment, the airbag may not fully inflate, and the release of high-pressured gas may propel pieces of the inflator and airbag module into the occupant compartment, causing or increasing the risk of injury to occupant(s) in a crash.

What will we do?

Your GM dealer will replace the front-driver airbag module. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 19V019.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety

Product Safety Recall

N182206630 Airbag Inflator Rupture



CANADA ONLY – Packaging and Return Shipping Information (1 of 2)

Canada Only – “FLASHER”

“USED ARC FRONT-DRIVER AIRBAG - RECALL # N182206630”

To complete the Flasher, please fill out the information below and then make a photocopy of the document. Insert the original completed Flasher along with a copy of the R.O. in the return box with the suspect inflator removed from the vehicle. Securely tape of photocopy of the completed Flasher to the top of the box. This product may be moving long distances to the consolidation point therefore, please ensure the Flasher stays intact on the outside of the box.

IMPORTANT: The return box must contain the completed Flasher, a copy of the R.O. and the suspect inflator removed from the vehicle.

VIN (17 Characters): _____

Chevrolet Malibu (specify 2010 or 2011) _____

Odometer reading: _____

Repair Order Number: _____

Dealer Code: _____

Canadian Dealers: Airbag returns for recall N182206630 are to be processed through your normal return process. No return tag/credit will be issued for these used airbags.

« Carte Indicatrice uniquement » – Uniquement au Canada

« SAC GONFLABLE DU CONDUCTEUR ARC USAGÉ – RAPPEL N° N182206630 »

Pour remplir la carte indicatrice, veuillez nous fournir les renseignements demandés ci-dessous, puis faire une copie du document. Inclure la carte indicatrice originale dûment remplie avec une copie du bon de réparation dans la boîte de retour avec le dispositif de gonflage suspect retiré du véhicule. Bien fixer en place à l'aide d'un ruban adhésif une photocopie de la carte indicatrice dûment remplie sur le dessus de la boîte. Ce produit pourrait parcourir une longue distance jusqu'au point de consolidation; par conséquent, veuillez vous assurer que la carte indicatrice demeure intacte à l'extérieur de la boîte.

IMPORTANT : La boîte doit contenir la carte indicatrice dûment remplie, une copie du bon de réparation et le dispositif de gonflage suspect retiré du véhicule.

NIV (17 caractères) : _____

Chevrolet Malibu (préciser 2010 ou 2011) _____

Kilométrage: _____

Numéro du bon de réparation : _____

Code du concessionnaire : _____

Concessionnaires canadiens : Les retours de sac gonflable dans le cadre du rappel n° N182206630 doivent être effectués selon votre procédure de retour normale. Aucune étiquette de retour/de crédit ne sera émise pour ces sacs gonflables usagés.

Product Safety Recall

N182206630 Airbag Inflator Rupture



CANADA ONLY – Packaging and Return Shipping Information (2 of 2)

Canada Only - “Used Airbag Return Process - for Recall N182206630 Only”

The following instructions is the return process for used airbag as identified in Recall Bulletin N182206630.

IMPORTANT: Do not deploy any airbag. The person packing the used airbag module must read & follow the instructions below.

Shipping/Handling Instructions:

“USED ARC FRONT-DRIVER AIRBAG - RECALL # N182206630”

Please fill out the information on the Flasher found in the recall bulletin and make a photocopy of it. Insert the original completed Flasher along with a copy of the R.O. in the return box with the suspect inflator removed from the vehicle. Securely tape of copy of the completed Flasher to the top of the box. This product may be moving long distances to the consolidation point therefore, please ensure the Flasher stays intact on the outside of the box.

Canadian Dealers: Airbag returns are to be processed through your normal return process. No return tag/credit will be issued for used airbags for Recall N182206630.

- Complete a PC0302C (302C) form and ensure that the TDG section is completed correctly.
- At time of returns pickup, provide driver with the 302C form with the used airbag(s) properly manifested, for shipment back to your PDC.
(Driver will not pick up any product without this document filled out and signed.)

PDC contact and fax numbers for YOUR Servicing PDCs:

- Woodstock Service Dealers (519) 536-7410 Fax: (519) 536-7409
- Edmonton Service Dealers (780) 451-7019 Fax: 1-866-350-6233
- Montreal Service Dealers (514) 630-6162 Fax: (514) 630-7362
- Vancouver Service Dealers (604) 857-4347 Fax: (604) 857-4402

« Processus de retour des sacs gonflables usagés – pour Rappel N182206630 seulement » Uniquement au Canada

Les renseignements suivants concernent le processus de retour des sacs gonflables usagés, comme indiqué dans le bulletin de rappel N182206630. **IMPORTANT : Ne pas déployer le sac gonflable. La personne qui emballe le module de sac gonflable usagé doit lire et suivre les instructions ci-dessous.**

Directives relatives à l'expédition et la manutention :

« SAC GONFLABLE DU CONDUCTEUR ARC USAGÉ – RAPPEL N° N182206630 »

Veuillez entrer les renseignements dans la carte indicatrice qui se trouve dans le bulletin de rappel et en faire une photocopie. Inclure la carte indicatrice originale dûment remplie avec une copie du bon de réparation dans la boîte de retour avec le dispositif de gonflage suspect retiré du véhicule. Bien fixer en place à l'aide d'un ruban adhésif une copie de la carte indicatrice dûment remplie sur le dessus de la boîte. Ce produit pourrait parcourir une longue distance jusqu'au point de consolidation; par conséquent, veuillez vous assurer que la carte indicatrice demeure intacte à l'extérieur de la boîte.

Concessionnaires canadiens : Les retours de sac gonflable doivent être effectués selon votre procédure de retour normale. Aucune étiquette de retour/de crédit ne sera émise pour les sacs gonflables usagés pour le rappel N182206630.

Remplissez le formulaire PC0302C (302C) et assurez-vous que la section TMD est remplie correctement.

- Au moment du ramassage, donnez le formulaire 302C au conducteur avec les sacs gonflables usagés correctement étiquetés pour qu'ils soient retournés à votre CDP.
(Le conducteur ne ramassera pas de produit sans ce document rempli et signé.)

Numéros de téléphone et de télécopieur des CDP :

- | | |
|---|------------------------------|
| • Concessionnaires desservis par le CDP de Woodstock : 519 536-7410 | Télécopieur : 519 536-7409 |
| • Concessionnaires desservis par le CDP d'Edmonton : 780 451-7019 | Télécopieur : 1 866 350-6233 |
| • Concessionnaires desservis par le CDP de Montréal : 514 630-6162 | Télécopieur : 514 630-7362 |
| • Concessionnaires desservis par le CDP de Vancouver : 604 857-4347 | Télécopieur : 604 857-4402 |