

# **REVISION: Safety Recalls PG6-10 GMT900 Front Passenger Airbag Recalls Dealer Frequently Asked Questions Updated**

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS5844

URGENT - DISTRIBUTE IMMEDIATELY

Date: June 28, 2021

Subject: REVISION: Safety Recalls N212328760, N212328770, N212328780, N212328790, N212328800

GMT900 Front Passenger Airbag Recalls Priority Group 6-10 Heavy-Duty Part Information

Models: 2007-2014 Cadillac Escalade, Escalade ESV, Escalade EXT

2007-2014 Chevrolet Avalanche, Silverado 1500, Suburban, Tahoe

2007-2014 GMC Sierra 1500, Yukon, Yukon XL

2007-2014 Chevrolet Silverado 2500/3500

2007-2014 GMC Sierra 2500/3500

To: All General Motors Dealers

On February 5, 2021, General Motors released bulletins N212328760, N212328770, N212328780, N212328790 and N212328800 for Front Passenger Airbag Takata Inflators.

## **N212328770 VINs Released to "Open" Status in IVH**

Today, the status of all VINs in the population of Priority Group 7 (N212328770) are being changed from "Incomplete – Limited or No Parts" to "Open" in the Investigate Vehicle History (IVH) screen in Global Warranty Management. Letters will be sent to owners in Priority Group 7 in the near future informing them that the remedy is now available for their vehicle.

**Revisions: N212328770, N212328780, N212328790 and N212328800:**

On June 1, 2021, we revised bulletin N212328760 to include a reference to a newly released single stage inflator and bracket for HD pickup trucks. In addition, the bulletin revision included new information about recording the **replacement** inflator serial number as part of your warranty claim in Global Warranty Management (GWM).

Today, we are revising the remaining bulletins N212328770, N212328780, N212328790 and N212328800 with those same changes (e.g. new HD pickup part number references and serial number documentation in GWM). Please note to enable these changes, **ALL LABOR CODES HAVE CHANGED FOR THESE PRIORITY GROUPS.**

The new HD part numbers 84594241 (air bag kit) and 84594242 (bracket) must **ONLY** be submitted with the new labor codes referenced in these bulletin revisions to avoid claim rejection.

Dealers submitting claims with the previous HD inflator kit, part number 84255088, must use the previous HD pickup single stage labor codes as shown below to avoid claim rejection:

- N212328770 – Labor Code 9105358
- N212328780 – Labor Code 9105359
- N212328790 – Labor Code 9105360
- N212328800 – Labor Code 9105361

**What do I do with my stock of the old HD inflator kit, part number 84255088?**

The revisions of the bulletins to include these new single stage inflator parts has raised dealer questions regarding the disposition of the prior HD pickup part (p/n 84255088).

**THERE WILL NOT BE A SPECIAL RETURN FOR PART #84255088.**

This part is dangerous goods and cannot be returned. However, this part can and should continue to be used on recalls 15438 and 15817, which are for the 2007-08MY HD pickups.

We request that dealers do not order 84255088 for dealer stock. Only order when required for recalls 15438 and 15817.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS