

Frequently Asked Questions (FAQs) for Safety Recall N212328800
Front Passenger Airbag Takata Inflator – Priority Group 10

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 2010-2013 model year Cadillac Escalade EXT, Chevrolet Avalanche, Silverado 1500, and GMC Sierra 1500 vehicles; and certain 2010-2014 model year Cadillac Escalade, Escalade ESV, Chevrolet Silverado 2500/3500, Suburban, Tahoe, GMC Sierra 2500/3500, Yukon, 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) An inflator rupture may cause metal fragments to pass through the airbag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants.

Is the vehicle safe to drive? Yes, 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, however at this time the parts supply is limited. Service parts should be utilized for vehicles in used dealer inventory and for customers who are concerned about the safety of their vehicle and contact dealers seeking immediate repair. Customers will be receiving the official notification via mailed letter in accordance with the NHTSA agreement to our cadenced plan, and that notification will provide instructions to customers.

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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.

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.