

**Reference Number: GCUS-3-3042**

**N232408490 (Both Sides), N232408491 (Left Side), N232408492 (Right Side) - Safety Recalls - WCAP**

GM CUSTOMER CARE AND AFTERSALES

DCS6685

URGENT - DISTRIBUTE IMMEDIATELY

Date: October 4, 2023

Subject: N232408490 (Both Sides), N232408491 (Left Side), N232408492 (Right Side) - Safety Recalls

Roof Rail Airbag Inflator May Rupture

Application for Used Vehicle Working Capital Assistance Program (WCAP)

Models: 2014 Buick Verano

2014 Chevrolet Cruze

To: All General Motors Dealers

On September 20, 2023, GM sent to all GM dealers GlobalConnect Message GCUS-3-3035 regarding safety recalls N232408490 (Both Sides), N232408491 (Left Side), N232408492 (Right Side).

The required repair to complete this recall is not yet available. Until further instructions are received, the 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 cannot be delivered to customers, dealer-traded, released to auction, used for demonstration purposes or put to any other use.

This message is to inform dealers who have involved vehicles in their inventory that they can now apply for the used vehicle Working Capital Assistance Program ("WCAP") for safety recalls N232408490 (Both Sides), N232408491 (Left Side), N232408492 (Right Side).

**Before proceeding with the application process described below, dealers must verify vehicle eligibility based on the program terms and guidelines that were provided in GM GlobalConnect Message GCUS-9-14456 dated March 29, 2023. Applications submitted on ineligible vehicles are subject to chargeback of any incentives paid to the dealer under the WCAP. Because compensation and tracking requires visibility into dealers' inventory, dealers must also have agreed to a Dealer Data Share agreement with GM in order to receive any compensation under this program.**

To apply for the WCAP for safety recalls N232408490 (Both Sides), N232408491 (Left Side), N232408492 (Right Side), dealers must access the GM Global Warranty Management (GWM) system and submit a "ZSET" warranty transaction using the labor code provided below for each eligible vehicle. This zero dollar special transaction type is the dealer's application for compensation and constitutes a representation from the dealer that the vehicle is eligible for WCAP assistance.

**Note: Acceptance of the warranty transaction does not ensure vehicle eligibility or guarantee the provision of any assistance as defined by program terms and guidelines.**

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Trans Code</b>
9800114	Working Capital Assistance for Safety Recall N232408490 (Both Sides)	N/A	ZSET
9800115	Working Capital Assistance for Safety Recall N232408491 (Left Side)	N/A	ZSET
9800116	Working Capital Assistance for Safety Recall N232408492 (Right Side)	N/A	ZSET

To be eligible for the WCAP, a vehicle must be in dealer inventory at the time the related field action bulletin is released. If a vehicle has been delivered, wholesaled or otherwise disposed of prior to release of the bulletin, the vehicle is not eligible for assistance. Additionally, recalled vehicles taken in on trade may be eligible for assistance if the dealer immediately reports the vehicle in used vehicle inventory via its Dealer Management System (DMS) and makes application through the GWM system.

To ensure that GM is receiving daily inventory information, which is necessary to process payments and make eligibility determinations under the WCAP, the dealer's vehicles must be properly identified in the dealership's DMS. A daily feed of this information is provided to GM through the Dealer Data Share (DDS) agreement.

Beginning with the 1<sup>st</sup> quarter of 2019, all WCAP payments will be facilitated through the Global Warranty Management (GWM) system. For each eligible vehicle, a qualifying dealer will submit for WCAP vehicle enrollment with a "ZSET" transaction type and for reimbursement with a "ZFAT" transaction type both through the GWM system. If approved, a WCAP credit for that vehicle will be issued through the GWM system similar to any other warranty credit. WCAP submission instructions and the required labor code will also be provided in the appropriate field action bulletin. Each WCAP transaction being credited will be clearly identified on the dealer's daily credit memo.

In order to receive payment, a dealer must have timely reported the vehicle in used vehicle inventory, retained the vehicle until the related field action bulletin is released, and properly applied for the WCAP payment. The vehicle must also be otherwise eligible under WCAP rules and guidelines.

GM reserves the right to amend, modify, terminate, or cancel this program at any time in its sole discretion.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES

# Part 573 Safety Recall Report

# 23V-674

**Manufacturer Name :** General Motors, LLC**Submission Date :** SEP 20, 2023**NHTSA Recall No. :** 23V-674**Manufacturer Recall No. :** N232408490**Manufacturer Information :**

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V WARREN MI  
48093

Company phone : 586-596-1733

**Population :**

Number of potentially involved : 9,264

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2014-2014 Buick Verano

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** Part traceability data was used to identify affected vehicles built with parts from the supplier's suspect inflator production lots. Vehicles produced with inflators from other inflator production lots are not included in this recall.

1,114 Buick Verano vehicles are affected by this recall.

Production Dates : JAN 28, 2014 - MAY 17, 2014

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2014-2014 Chevrolet Cruze

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** Part traceability data was used to identify affected vehicles built with parts from the supplier's suspect inflator production lots. Vehicles produced with inflators from other inflator production lots are not included in this recall.

8,150 Chevrolet Cruze vehicles are affected by this recall.

Production Dates : JAN 21, 2014 - JUN 01, 2014

VIN Range 1 : Begin : NR End : NR

 Not sequential

**Description of Defect :**

Description of the Defect : 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : 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.

Description of the Cause : GM continues to investigate the cause of this condition.

Identification of Any Warning that can Occur : NR

**Involved Components :**

Component Name 1 : AIRBAG ASM-FRT & RR ROW R/RAIL

Component Description : Roof Rail Airbag

Component Part Number : 13251629, 13251630, 13420056, 13420057

**Supplier Identification :****Component Manufacturer**

Name : Autoliv Steering Wheels Mexico S. de R.L

Address : Circuito El Marqués Norte #25

El Marqués Poblado El Colorado El Marques, Queretaro West Foreign States 76246

Country : Mexico

**Chronology :**

On April 26, 2023, a potential RRAB inflator rupture involving a 2014 Chevrolet Cruze was reported to GM's Speak Up For Safety program. GM opened a product investigation into this alleged incident. GM's investigation identified three incidents potentially related to this condition, all of which occurred in Texas while the vehicles were unoccupied and not in use. GM became aware of these three incidents on August 24, 2017, April 24, 2023,

and July 7, 2023.

Inspections of the parts involved in all three incidents indicate that the inflator ruptured at the weld joint. Analysis is ongoing to determine the root cause of this condition. On September 13, 2023, GM's Safety and Field Action Decision Authority decided to conduct a safety recall for inflator production lots associated with the three field incidents.

### Description of Remedy :

Description of Remedy Program : Dealers will replace suspect left and/or right side RRAB modules. Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 12, 2023.

How Remedy Component Differs from Recalled Component : Remedy parts were produced outside the supplier's suspect production window.

Identify How/When Recall Condition was Corrected in Production : NR

### Recall Schedule :

Description of Recall Schedule : Dealers will be notified on September 20, 2023. Customer interim notification is estimated to begin on November 6, 2023. GM will provide estimated notification dates for a final remedy when available. This recall will be executed under three bulletins: N232408490, N232408491, and N232408492.

Planned Dealer Notification Date : SEP 20, 2023 - SEP 20, 2023

Planned Owner Notification Date : NOV 06, 2023 - NOV 06, 2023

\* NR - Not Reported