



Service Bulletin

Bulletin No.: 18-NA-094

Date: November, 2019

INFORMATION

Subject: Takata Air Bag Completion Rate Improvement Program - Applicable to GM Recalls 14491, 14735, 15040, 15041, 15043, 15044, 15045, 15046, 15406, 15438, 15442, 15815, 15816, 15817, 15818, 15826, 17009, 17476, 17477, 28810, 17478 and 18015

Attention: Please direct this bulletin to the General Manager, Parts and Service Director, Parts Manager, Service Manager, Used Vehicle Sales Manager and Warranty Administrator.

**THE \$50 COMPLETION RATE IMPROVEMENT PROGRAM EXPIRED ON 12-31-18.
THE COURTESY TRANSPORTATION REIMBURSEMENT PROGRAM IS STILL IN EFFECT.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado HD	2007	2008			All	All
GMC	Sierra HD						
Pontiac	Vibe	2003	2010				
Saab	9-3	2006	2011				
Saab	9-5	2006	2009				
	9-2X	2005	2006				
Saturn	Astra	2008	2009				

Involved Region or Country	This program applies to U.S. dealers only and is designed to help facilitate higher completion rates for the safety recalls and vehicle models identified above.
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The National Highway Traffic Safety Administration (NHTSA) is overseeing efforts across all vehicle manufacturers to help improve completion rates for the Takata air bag recall. In support of this initiative, General Motors implemented a Takata Completion Rate Improvement Program on October 1, 2017 that included two components: \$50 Dealer Completion Bonus and Courtesy Transportation Reimbursement. The program officially ended on December 31, 2017, but was extended through February 28, 2018 with modifications and then eventually extended through July 31, 2018 and again on December 31, 2018. The \$50 Dealer Completion Bonus program expired as of December 31, 2018. However, the Courtesy Transportation Reimbursement program continues. The program is designed to encourage dealers to actively follow-up with affected vehicle owners and assist them

with scheduling a service appointment so that this serious safety defect can be corrected as quickly as possible.

\$50.00 Dealer Completion Bonus (expired as of 12/31/18)

The \$50.00 dealer completion bonus for the replacement of Takata air bag inflators is now expired. To qualify for the bonus, the recall repair must be performed at a GM dealership from January 1, 2018 through December 31, 2018 and the used air bag inflator returned as per applicable shipping instructions. The GM recalls and vehicles identified in the following table are eligible for the \$50.00 dealer completion bonus.

Recall Number	Bulletin Subject	Division	Model	Model Year
14491	Front Passenger Air Bag Inflator Assembly	Pontiac	Vibe	2003-2007
14735	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2003-2005

Recall Number	Bulletin Subject	Division	Model	Model Year
15040	Front Passenger Air Bag Inflator	Saab	9-2X	2005
15041	Driver Air Bag Replacement	Saab	9-3 9-5	2006-2011 2006-2009
15043	Driver Air Bag Replacement	Saab	9-3 9-5	2006-2011 2006-2009
15044	Front Passenger Air Bag Inflator	Saab	9-2X	2006
15045	Front Passenger Air Bag Inflator	Saab	9-2X	2006
15046	Front Passenger Air Bag Inflator	Saab	9-2X	2006
15406	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2004-2007
15438	Front Passenger Air Bag Inflator	Chevrolet GMC	Silverado HD Sierra HD	2007-2008
15442	Front Passenger Air Bag Inflator	Saab	9-2X	2005
15815	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2008
15816	Front Passenger Air Bag Inflator	Pontiac	Vibe	2008
15817	Front Passenger Air Bag Inflator	Chevrolet GMC	Silverado HD Sierra HD	2007-2008
15818	Front Passenger Air Bag Inflator	Saab	9-2X	2005
15826	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009-2010
17009	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009
17476	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009-2010
17477	Front Passenger Air Bag Inflator	Pontiac	Vibe	2010
28810	Takata Driver Air Bag	Saturn	Astra	2008-2009
28811	Takata Driver Air Bag	Saturn	Astra	2008-2009
17478	Front Passenger Air Bag Inflator	Pontiac	Vibe	2003-2007
18015	Front Passenger Air Bag Inflator	Pontiac	Vibe	2003-2007

For each eligible Takata air bag recall repair performed at a GM dealership from January 1, 2018 through December 31, 2018, dealers should submit for a \$50.00 dealer completion bonus via the GM Global Warranty System. Check the appropriate recall bulletin in the electronic Service Information (eSI) system for detailed submission instructions.

Courtesy Transportation Reimbursement

Even though the involved vehicles are well beyond courtesy transportation eligibility guidelines, dealers are authorized to provide alternate transportation to affected vehicle owners while their vehicle is at a GM dealership for completion of an eligible Takata air bag recall. This could include one-way or two-way shuttle service, one half-day vehicle rental or one full-day

vehicle rental with maximum reimbursement capped at one full-day vehicle rental. The availability of courtesy transportation to these vehicle owners is very important in encouraging them to make their vehicle available as soon as possible for this serious safety related repair. When scheduling service appointments, it is imperative that dealers make sure these vehicle owners clearly understand that some form of courtesy transportation is available and will be provided at no charge while their vehicle is being repaired. The GM recalls and vehicles identified in the following table are eligible for courtesy transportation reimbursement.

Recall Number	Bulletin Subject	Division	Model	Model Year
14491	Front Passenger Air Bag Inflator Assembly	Pontiac	Vibe	2003-2007
14735	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2003-2005
15040	Front Passenger Air Bag Inflator	Saab	9-2X	2005
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15045	Front Passenger Air Bag Inflator	Saab	9-2X	2006
15046	Front Passenger Air Bag Inflator	Saab	9-2X	2006
15406	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2004-2007
15438	Front Passenger Air Bag Inflator	Chevrolet GMC	Silverado HD Sierra HD	2007-2008
15442	Front Passenger Air Bag Inflator	Saab	9-2X	2005
15815	Front Passenger Air Bag Inflator Module	Pontiac	Vibe	2008
15816	Front Passenger Air Bag Inflator	Pontiac	Vibe	2008
15817	Front Passenger Air Bag Inflator	Chevrolet GMC	Silverado HD Sierra HD	2007-2008
15818	Front Passenger Air Bag Inflator	Saab	9-2X	2005
15826	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009-2010
17009	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009
17476	Front Passenger Air Bag Inflator	Pontiac	Vibe	2009-2010
17477	Front Passenger Air Bag Inflator	Pontiac	Vibe	2010
28810	Takata Driver Air Bag	Saturn	Astra	2008-2009
28811	Takata Driver Air Bag	Saturn	Astra	2008-2009
17478	Front Passenger Air Bag Inflator	Pontiac	Vibe	2003-2007
18015	Front Passenger Air Bag Inflator	Pontiac	Vibe	2003-2007

For each eligible Takata air bag recall repair performed at a GM dealership for which the vehicle owner requested courtesy transportation, dealers should submit for courtesy transportation reimbursement via the GM Global Warranty System. Check the appropriate recall bulletin in the electronic Service Information (eSI) system for detailed submission

instructions. In summary, the Takata Completion Rate Improvement Program is only applicable to the safety recalls and vehicle models identified above. The involved recall bulletins have been revised accordingly and are available in the electronic Service Information (eSI) system. If you have any questions or concerns about this program, please contact your District Manager – Aftersales.

Version	8
Modified	<p>Released April 3, 2018</p> <p>April 30, 2018 – Updated the program date.</p> <p>June 06, 2018 – Updated the program date.</p> <p>June 29, 2018 – Updated the program date to July 31, 2018.</p> <p>July 30, 2018 – Updated the program date to December 31, 2018.</p> <p>November 29, 2018 – Added the Saab 9-2X model and updated the information in the Recall tables.</p> <p>February 13, 2019 – Added program expiration date of December 31, 2018.</p> <p>November 06, 2019 – Updated the Subject and tables to add 2 applicable GM Recalls to program and add that the dealer completion bonus program has expired and that the courtesy transportation reimbursement program is still in effect.</p>

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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