



# IMPORTANT SAFETY RECALL

August 2016

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 2009-2010 model year Chevrolet Impala vehicles equipped with a Passenger Presence System. 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 36110.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The front passenger seat frame in your vehicle may rub against and damage the wires of the passenger presence sensor (PPS) module, which could cause the PPS system to fail to recognize that the passenger seat is occupied and improperly suppress the front passenger airbag. Damage and chafing to the wires of the PPS module could prevent the front passenger airbag from deploying in the event of a crash, which could increase the risk of injury to front passengers.

In addition, the cluster gauges and driver information center (DIC) alerts may intermittently turn off or not function properly. The damage to the PPS module could cause the airbag fuse to short, resulting in the loss of all airbags and seat belt pretensioners. If the wire damage to the PPS module is severe enough to short the airbag fuse, it could cause the loss of power to the sensing diagnostic module, which would result in the loss of all airbags and seat belt pretensioners and could increase the risk of injury to vehicle occupants in the event of a crash.

### What will we do?

Your GM dealer will add double wrap class F anti-abrasion tape with 50% overlap to the wires in the PPS wire harness. If your vehicle has wires that are chafed, your dealer will replace the wire if necessary and add anti-abrasion tape to protect it from further wear. 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 1 hour.

### What should you do?

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

### Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2017, unless state law specifies a longer reimbursement period.

### 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 16V507.

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

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall 36110