

Product Safety Recall

36110 Passenger Presence Sensor and Instrument Cluster Malfunction



Reference Number: N16203611
GWM Number: 2036110
Revision Description: This bulletin has been revised to include a copy of the customer notification letter. Please discard all copies of bulletin 36110.

Release Date: July 2016
Revision: 01

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Impala	2009	2010	AL0	Passenger Presence System

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2009 – 2010 Chevrolet Impala vehicles. The front passenger seat frame in these vehicles 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. In addition, the cluster gauges and driver information center (DIC) alerts may intermittently turn off or not function properly. In rare circumstances, the damage to the PPS module could cause the airbag fuse to short, resulting in the loss of all airbags and seat belt pretensioners. 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. 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.
Correction	All vehicles will have double wrap class F anti-abrasion tape with 50% overlap added to the wires in the PPS wire harness. For vehicles with wires that are chafed, dealers will replace the wire if necessary and add anti-abrasion tape to protect it from further wear.

Parts

Quantity	Part Name	Part No.
As Required	Woven Polyester (PET) Electrical Tape – PN 1089482	Obtain from Kent Automotive*

* To obtain the Woven Polyester (PET) Electrical Tape, contact Kent Automotive at 1-888-937-5368 (USA), 1-800-563-1717 (Canada), and request the part number above. Dealers that do not have a Kent Automotive account or representative must advise the Customer Service Representative that the part is being used for this GM bulletin to obtain special bulletin pricing. **Do not order from GMCCA.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102376	Passenger Presence System (PPS) Harness Repair	1.0	ZFAT	*
9102270	Customer Reimbursement Approved	0.2	ZFAT	**
9102271	Customer Reimbursement Denied – For USA dealers only	0.1	ZFAT	N/A

Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

* The amount identified in “Net Item” should represent the actual cost of the woven polyester electrical tape (PET), not to exceed, not to exceed \$0.85 USD, \$1.18 CAD.

** The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

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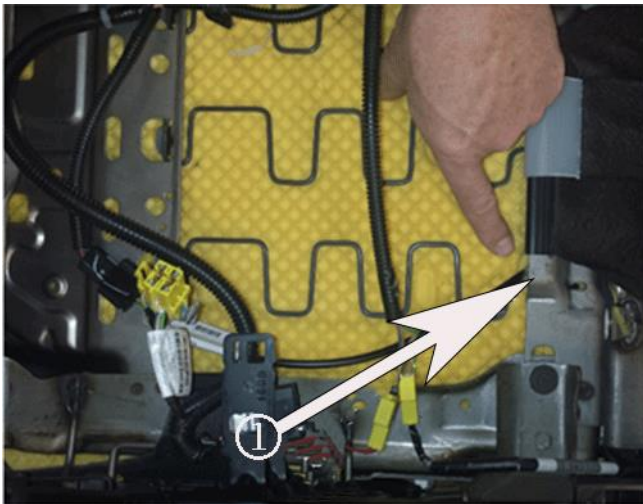
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Service Procedure

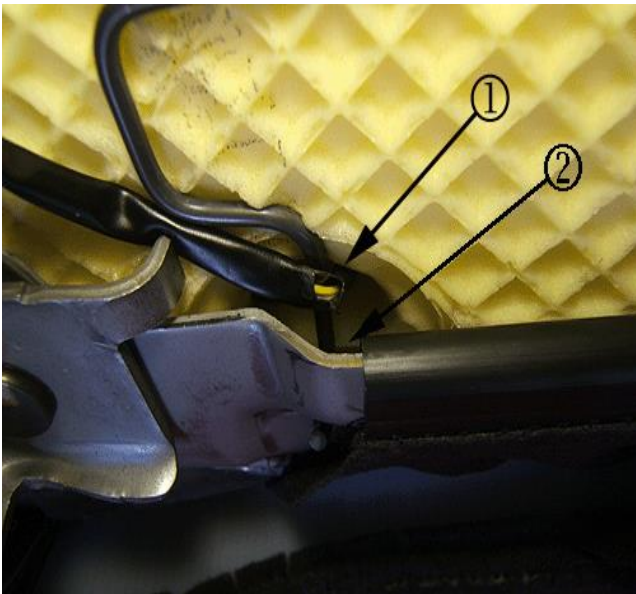
Follow the steps below to wrap the PPS under seat wire harness with Woven Polyester (PET) Electrical Tape. This procedure also includes a wire inspect and if required, repair.

1. Inspect the PPS pigtail harness for chafing. Removal of the seat cushion pad with the PPS module and harness may be required to fully inspect the harness. Refer to *Inflatable Restraint Passenger Presence System Replacement - Front* in SI.



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2. The picture above shows the bottom of the seat with the front of the seat facing to the left. The location shown (1) is where the PPS harness may come in contact with the seat pan.

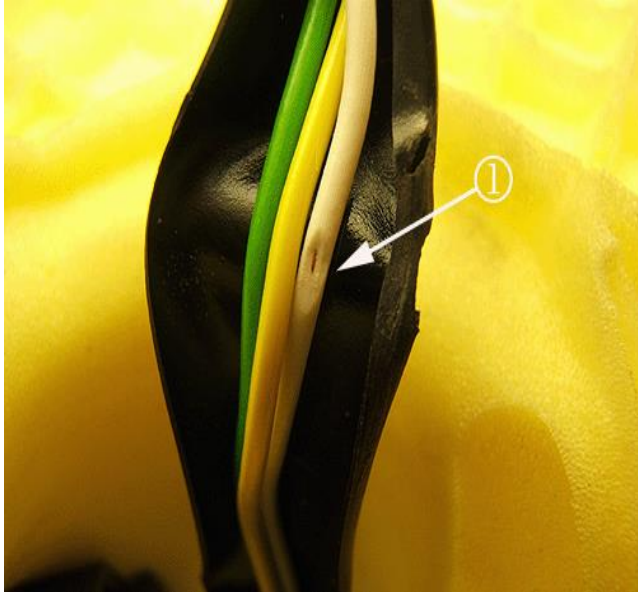


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3. The picture above illustrates an example of the chafing (1) that may be identified on the PPS harness where it contacts the metal seat pan (2).

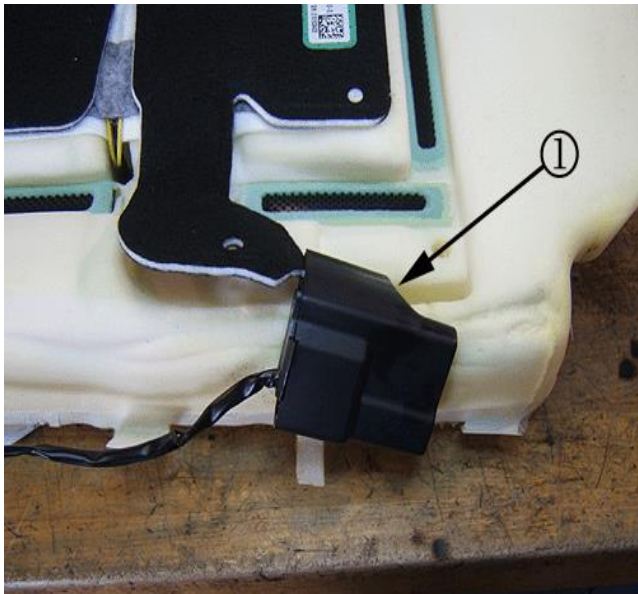
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4. If the PPS harness shows signs of chafing, examine the wires in the harness carefully. If any wire is broken, shows signs of fraying or damage from an electrical short, repair using SI procedures. Refer to *Splicing Copper Wire Using Splice Sleeves* in SI. If the yellow wire is one of the damaged wires, please verify proper size airbag fuse is installed within the fuse box. If airbag fuse is open, please replace the airbag fuse. After performing any wiring repairs, proceed to Step 5. If the wire is not broken, frayed or showing damage from an electrical short, but the wire is exposed from the insulation (1) as shown above, proceed to Step 5.

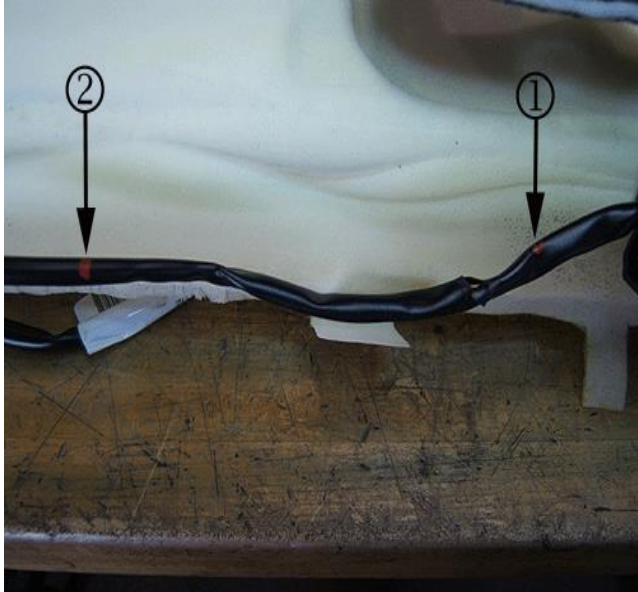


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5. Remove the PPS module (1) from the seat cushion pad and pull the harness through the cushion.

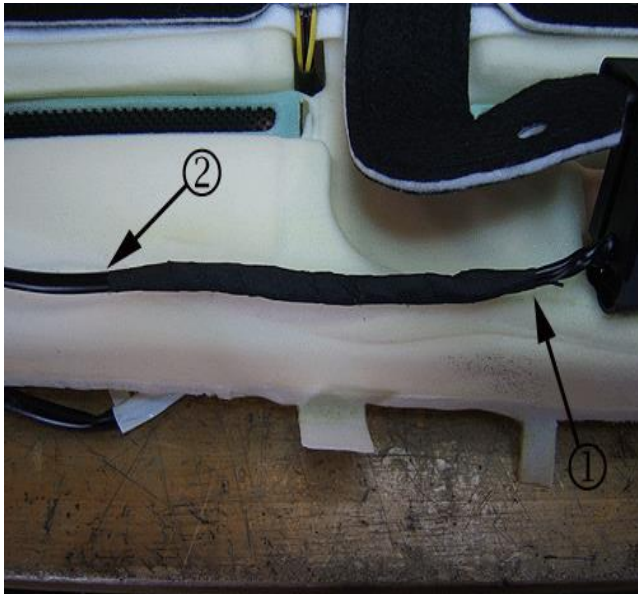
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6. Mark the harness 30 mm (1.2 in) from the PPS module (1) and 100 mm (4 in) from the first mark (2).



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7. Tape the PPS harness starting from the mark near the PPS module (1) and extending from that point to the second mark along the harness (2). Ensure that there is a 50% overlap of tape. Once you have reached the 100 mm (4 in) mark, tape back over the first layer of tape to the starting point, creating a double layer of tape.

Important: Ensure that the end of tape finishes on top of itself, and not on the harness. This will prevent the tape from unraveling.

8. Reinstall the PPS module into the seat cushion pad.
9. Reinstall the seat cushion pad and PPS module into the seat. Refer to *Inflatable Restraint Passenger Presence System Replacement - Front* in SI.

Dealer Responsibility – For USA (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by August 31, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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



**We Support
Voluntary Technician
Certification**

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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.

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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