

# Product Safety Recall

## N192278300 Front Seat Crossmember Improperly Welded



**Release Date:** March 2020

**Revision:** 02

**Revision Description:** This bulletin is being revised to add Floor Plan Reimbursement. Please discard all previous copies of bulletin N192278300.

**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.

Dealers were notified of this safety recall and the pass or fail functional inspection procedure on October 24, 2019. This bulletin contains an inspection procedure for both dealer inventory and customer vehicles. Vehicles that pass this inspection procedure can be delivered and closed using the “Inspect Only – No Further Action Required” labor code 9104649. For those vehicles that do not pass functional inspection, once the service procedure contained in this revised bulletin has been performed on the vehicle, it can be released from stop delivery and the vehicle can be delivered to the customer.

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		
Buick	Regal	2019	2020		

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.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2019 and 2020 model year Buick Regal vehicles. The driver or passenger front seat frames may have a lower crossbar that was not welded properly. Insufficient welds on the front seat structure may degrade management of occupant loads in certain crashes, which may increase the risk of injury in a crash for occupants seated in the affected front seat.
<b>Correction</b>	Dealers will inspect both crossbar welds on both driver and passenger front seats. If either side of the crossbar is improperly welded, dealers will replace the seat back frame.

### Parts

Quantity	Part Name	Part No.
1	FRAME ASM-F/SEAT BK	13513165
1	FRAME ASM-F/SEAT BK	13513166
1	FRAME ASM-F/SEAT BK	13513167
1	FRAME ASM-F/SEAT BK	13513168
1	FRAME ASM-F/SEAT BK	13508822

Note: Use the VIN and GM Electronic Parts Catalog (EPC) to determine which seat back frame to order.

It is estimated that fewer than 1% of the involved vehicles will fail the inspection and require part replacement. Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104649*	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9104779	Replace One Front Seat Back Frame (Includes Inspection)	1.6	ZFAT	N/A
	ADD: Replace Both Seat Back Frames	1.3		
9105020	Floor Plan Reimbursement	N/A	ZFAT	**

\*Only use for vehicles that pass inspection.

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### Floor Plan Reimbursement – NEW INVENTORY ONLY

**\*\*USA Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (October 24, 2019) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 108 days):

Vehicle	Floor Plan Reimbursement Amount – USA Only
2019 Buick Regal	\$6.42
2020 Buick Regal	\$5.94

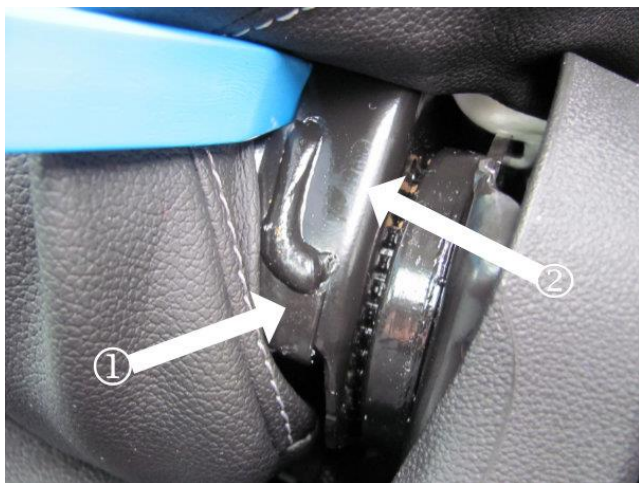
### Service Procedure

**Note:** Due to a running change, some seat frames may be painted black while others will be unpainted. This is a normal condition.



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1. Fully recline the front driver side seat. Locate the two inspection areas.



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2. Using a trim stick, move the seat cover toward the center of the seat exposing the area where the lower seat cross bar (1) connects to the seat frame (2).

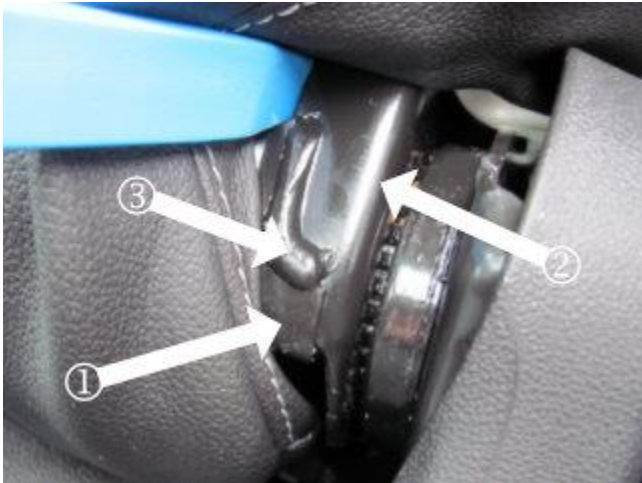
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**TIP:** If the outboard edge of the seat cross bar is visible as shown, the seat is correctly assembled.

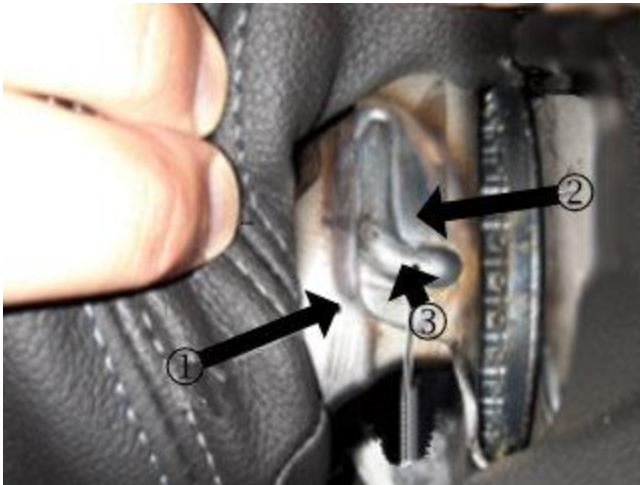


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- If the lower seat cross bar (1) is on the outside of the seat frame (2) and the weld (3) is connecting the two components, no further action is required.

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- If the lower seat cross bar (1) is on the inside of the seat frame (2) and the weld is (3) is on the surface of the seat frame, the seat frame will require replacement. Refer to *Front Seat Back Frame Replacement* in SI.

3. Repeat the inspection on the inboard and outboard locations on the passenger side front seat.

### Dealer Responsibility – For USA & Export (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.

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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

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### 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.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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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**



# IMPORTANT SAFETY RECALL

February 2020

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 2019 – 2020 model year Buick Regal vehicles. 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 N192278300.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

The driver or passenger front seat frames may have a lower crossbar that was not welded properly. Insufficient welds on the front seat structure may degrade management of occupant loads in certain crashes, which may increase the risk of injury in a crash for occupants seated in the affected front seat.

**What will we do?**

Your GM dealer will inspect both crossbar welds on both driver and passenger front seats. If either side of the crossbar is improperly welded, dealers will replace the seat back frame. 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 inspection and service correction time of approximately two hours.

**What should you do?**

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

**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)
Buick	1-866-608-8080	1-800-832-8425
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 19V762.

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

Maryann L. Combs  
Vice President  
Global Vehicle Safety