

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4992
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 8, 2019

Subject: N182188910 - Special Coverage
PPS Setting DTC For Airbag Light On

Models: 2017 Buick Verano

To: All General Motors Dealers

General Motors is releasing Special Coverage N182188910 today. The total number of U.S. vehicles involved is approximately 7,204. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on March 22, 2019.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 8, 2019. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N182188910 – PPS Setting DTC For Airbag Light On



Release Date: March 2019

Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Verano	2017	2017		

Involved vehicles are identified on the Applicable Warranties section 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	On some 2017 model year Buick Verano vehicles, the Passenger Presence Sensor (PPS) Module wire may have been pinched in the seat trim during seat assembly or servicing. If the wire is pinched Diagnostic Trouble Code (DTC) B0074 (0D or 0E) may intermittently set along with the Sensing and Diagnostic Module (SDM) setting B0081 (00). The fault and symptoms may be intermittent. When the fault is active the Passenger Frontal Airbag is suppressed. The Service Airbag System telltale is illuminated, the Service Airbag System message is displayed on the Driver Information Center (DIC), and Front Passenger Airbag Status indicator will display OFF. If there was an active fault condition at the time the front passenger airbag was commanded to deploy, the airbag would not deploy.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 6 years or 72,000 miles (116,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after March 8, 2019, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to March 8, 2019, must be submitted to the Service Contract provider. Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i>
Correction	Dealers are to replace the Passenger Presence Module. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Airbag Front Passenger Presence Module Kit	84283080
1	Airbag Front Passenger Presence Module Kit	84283081

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

It is estimated that there are only 25 involved vehicles that will require parts 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.**

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which module kit to order.

Note: The EPC verbiage for the sensor pad assembly is "module kit" and the actual passenger presence control module is referred to as a "module." It is assumed that the "module kit" is replaced as an assembly and the control "module" does not have to be replaced with it since it is available separately.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900580	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900581	Airbag Front Passenger Presence Sensor Replacement Add: Diagnostic Time	1.0 0.1-0.3	ZREG	N/A

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9900582	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZREG	*
9900583	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

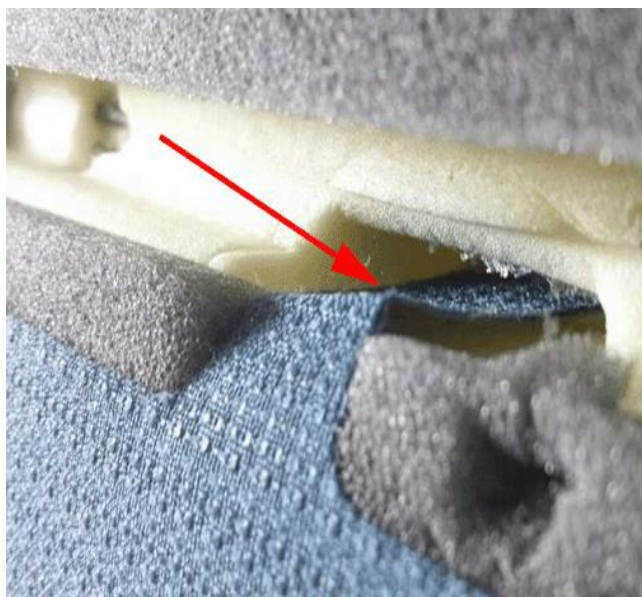
Warning: To avoid personal injury, perform a preload test on the passenger presence system whenever you remove or replace the seat cushion trim. Failure to do so may cause the system to malfunction.

1. Verify that the airbag front passenger presence sensor requires replacement. Refer to the appropriate diagnostic information in SI.

- If the airbag front passenger presence sensor does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.

Warning: Replace the passenger presence system as a complete assembly to prevent possible injury to the occupant. All the components in the service kit are assembled and calibrated as a unit. Using only some of the components in the service kit will cause the passenger presence system to operate improperly.

- If the airbag front passenger presence sensor requires replacement, replace the airbag front passenger presence sensor. Refer to *Airbag Front Passenger Presence Sensor Replacement* in SI.



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Note: Crease observed in tail area from top side.

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Note: Crease observed in tail area from bottom side.



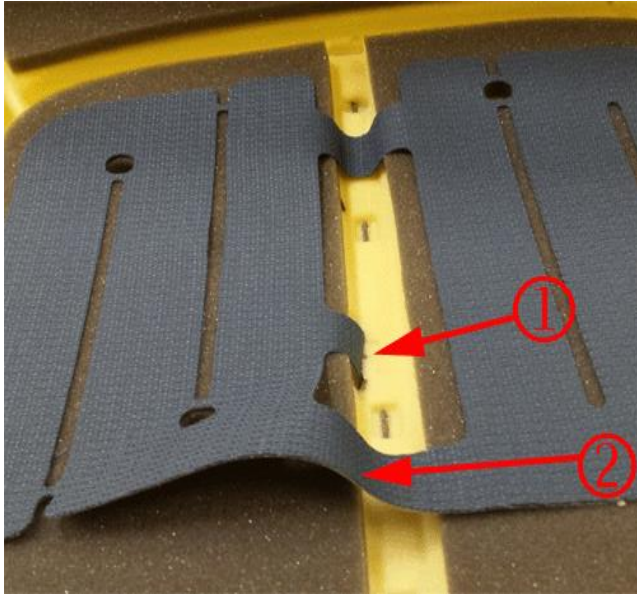
4505465

Note: Sensor tail observed trapped between seat trim tiedown feature and cushion pad.

2. Upon inspection of the sensor after trim removal, a sharp crease in the passenger presence sensor in the area where the sensor tail exits through to the bottom of the seat cushion assembly may be observed.

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4520474

Note: When reassembling the seat, take great care to not create a crease in the tail of the passenger presence sensor.

3. The service kit sensor mat may have come loose from the cushion pad during shipping of the service kit. If this is observed, re-center the mat on the cushion pad and using the palm of the hand, apply light pressure to re-adhere the sensor to the pad assembly taking care to not create any folds or creases in the mat (2) or sensor tail (1). Once trim is re-installed, the sensor mat will retain its position.

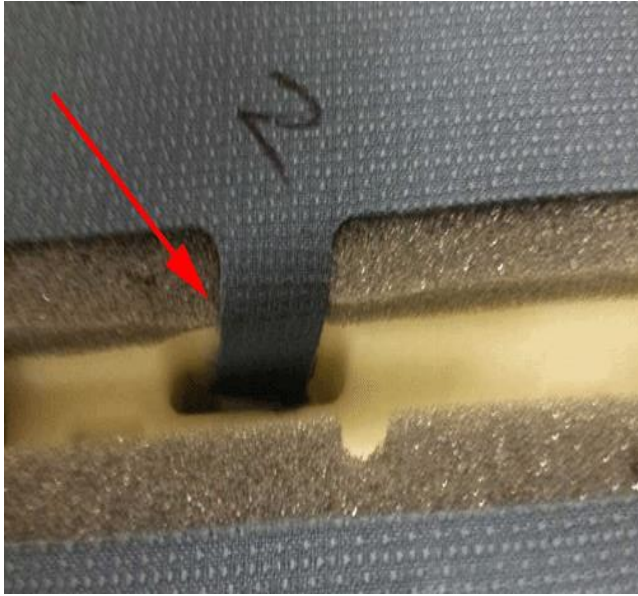


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4. Be sure to inspect the sensor tail area of the new service part to ensure no creases or other damage exists.

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5. Ensure that the sensor harness pigtail is fully pulled through the foam and snug against the seat pad to ensure customer does not have a repeated issue with the sharp crease in the sensor tail.

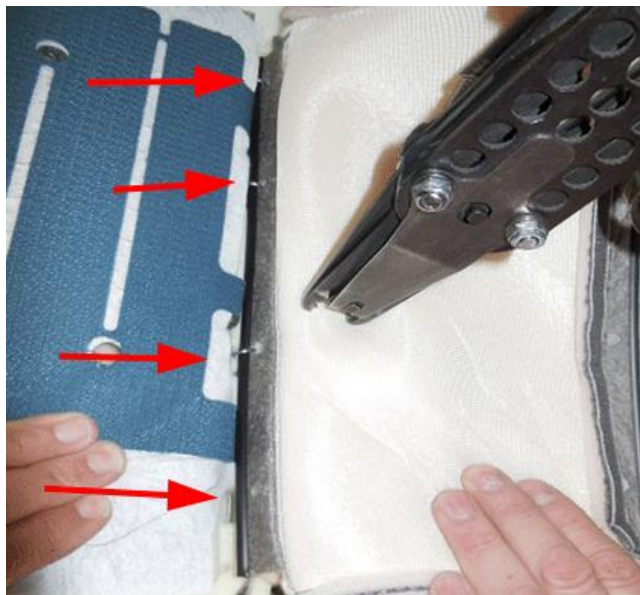


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6. Ensure the sensor pigtail is fully pulled through the seat pad. The white felt patch on the harness should start to be seen below the surface of the pad.

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7. Ensure not to pinch the sensor tail in the process of hog-ringing the trim to the cushion pad. When using the hog-ring gun, fold the trim to the right (inboard) side and apply the four hog-rings located in the center trench in the direction away from the sensor tail (hog-ring gun aimed towards in-board side of cushion pad).

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

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical 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 March 8, 2020. 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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March 2019

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2017 model year Buick Verano, your satisfaction with our product is very important to us.

This letter is intended to make you aware that certain 2017 model year Buick Verano vehicles may have a condition where the Passenger Presence Sensor (PPS) Module wire may have been pinched in the seat trim during seat assembly or servicing. If the wire is pinched, Diagnostic Trouble Code (DTC) B0074 (0D or 0E) may intermittently set along with the Sensing and Diagnostic Module (SDM) setting B0081 (00). The fault and symptoms may be intermittent. When the fault is active the Passenger Frontal Airbag is suppressed. The Service Airbag System telltale is illuminated, the Service Airbag System message is displayed on the Driver Information Center (DIC), and Front Passenger Airbag Status indicator will display OFF. If there was an active fault condition at the time the front passenger airbag was commanded to deploy, the airbag would not deploy.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2017 model year Buick Verano within 6 years of the date your vehicle was originally placed in service or 72,000 miles (116,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have already paid for repairs for the condition described in this letter, 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 March 8, 2020 unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). ***Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.***

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
N182188910