



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

2008 JUN 10 AM 6:46  
23-MAY-2008

Reference No.  
10228787

**OWNER INFORMATION (Type or Print)**

Name

Address

City FUQUAYVARINA

State NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date 1/1/

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
2G1WB58K179

Make  
CHEVROLET

Model  
IMPALA

Model Year  
2007

Date Purchased

4/19/07

Dealer's Name and Telephone Number

Sir Walter Chevrolet

(910) 787-3700

Engine:

No: Cylinders

Fuel Type:

3.5 Liter Gas

Original Owner

Dealer's City

Raleigh

State

NC

Zip Code

27675

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Multiple Failure:

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
16-OCT-2007

Failure Mileage  
17700

Failure Speed  
65

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

**Narrative Description of Incident(S), Crash(es), and Injury(ies):**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 2007 CHEVROLET IMPALA. WHILE DRIVING APPROXIMATELY 65 MPH AND COMING TO A COMPLETE STOP AT THE TRAFFIC LIGHT THE AIR BAG WARNING LIGHT READ "SERVICE AIR BAGS SOON." THE AIR BAG WARNING LIGHT APPEARS ON A CONSISTENT BASIS. THE VEHICLE WAS TAKEN TO A LOCAL AUTHORIZED DEALER FOR REPAIR AND THE LIGHT CONTINUED TO ILLUMINATE ON TWO OCCASIONS AFTER THE SERVICE WAS PERFORMED. THE CONTACT IS AWARE OF THE SAFETY RISK INVOLVED. THE FAILURE MILEAGE WAS 17,700 AND THE CURRENT MILEAGE WAS 28,544.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

"Service Air bags soon" warning flashes randomly. Car can be stopped or driving. I am concerned for my safety & the safety of my passengers.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

RESEARCH TRIANGLE REGION

NC 277

03 JUL 2008

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

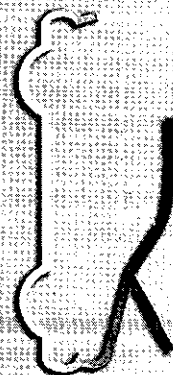
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382**



**Think your vehicle has a safety defect?**



**If so:  
Use the enclosed form to file a report.**

**or visit:  
www.safercar.gov**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



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168246



8501 GLENWOOD AVENUE  
P.O. BOX 90367  
RALEIGH, NORTH CAROLINA 27675  
(919) 787-3700 FAX (919) 787-6860  
www.sirwalter.com

\*INVOICE\*

PAGE 1

FUQUAY VARINA, NC  
HOME:

BUS:

SERVICE ADVISOR: 540 JOHN E TOWEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BORDEAUX R	07	CHEVROLET IMPALA	2G1WB58K179		17782/17782	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19APR07 IS			18:00 27NOV07			DUE	27NOV07

R.O. OPENED	READY	OPTIONS:
07:11 27NOV07	08:07 27NOV07	STK:24859 ENG:3.5 Liter SFI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A AIR BAG LIGHT FLASHES ON							
CAUSE: GM BULLETIN AVAILABLE FOR THIS CONCERN							
20 C20 ELECTRICAL REPAIRS							
				487	ISCV	0.30	(N/C)
PARTS:				0.00	LABOR:	0.00	OTHER: 0.00
						TOTAL LINE A:	0.00

17782 CHECK FOR CODES HAS CODE B1019 3A, FOUND BULLETIN FOR THIS GM  
WORKING ON A FIX AT THIS TIME PER BULLETIN 2033246

\*\*\*\*\*  
THANKS FOR THE OPPORTUNITY TO SERVICE YOUR  
VEHICLE, YOU MAY RECEIVE A SURVEY FROM THE  
MANUFACTURER IN THE NEXT FEW DAYS, IF FOR ANY  
REASON YOU CANNOT GRADE US "COMPLETELY  
SATISFIED" PLEASE CONTACT RICKY EDWARDS AT  
787-3700 EXT 124 THANK YOU FOR YOUR BUSINESS.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER  
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

CUSTOMER COPY

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Forward -&gt;

Document ID# 2033246  
2007 Chevrolet Impala  
2G1WB58K179

Feedback

Print

**Subject:** B1019 3A Set In The Sensing And Diagnostics Module (SDM) - keywords belt buckle BQMI indicator lamp PPS restraints seat SIR #PIC4659 - (10/23/2007)



**Models:** 2006-2007 Buick Lucerne  
2006-2008 Chevrolet Impala  
2006-2007 Chevrolet Monte Carlo

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

**Condition/Concern:**

A B1019 3A history code is set in the SDM.

If the code is set as current use the appropriate SI instruction for this DTC to troubleshoot this concern.

**Recommendation/Instructions:**

**CAUSE:**

The Instrument Panel (IPC) has failed to detect the passenger airbag ON/OFF indicator due to a software timing concern and has transmitted this information to the SDM. The IPC can fail to detect this ON/OFF indicator if there is an unbuckled passenger and the vehicle is running because the IPC is checking the status of the indicator at the incorrect timing interval. This DTC can also set more frequently in low voltage operation. If this DTC is set as current, the SDM will turn the Airbag telltale warning lamp in the IP.

**DO THIS:**

Verify there are no intermittent connections to the passenger airbag indicator per the SI for this DTC

**DON'T DO THIS:**

DO NOT replace the SDM or IPC control module.

A new calibration for the IPC will be developed to correct this issue to reduce the chance of this DTC being set:

- Using the SI for this DTC, verify there are no intermittent connections to the passenger airbag indicator that would cause this B1019 3A DTC to set correctly.
- Verify that the vehicle battery is completely charged and the charging system is operating correctly.

If the customer has indicated that the Airbag Warning lamp has been illuminated and this history DTC has been determined to be the cause:

- Instruct the customer to avoid having an unbuckled passenger while the vehicle is running.
- Inform the customer that this DTC will not interfere with the Airbag Systems ability to deploy airbags or detect occupants of the passenger seat.
- Inform the customer that there is a calibration update being developed to eliminate this issue and should be released in the near future.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION

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