

GM SERVICE AND PARTS OPERATIONS

DCS2146

URGENT - DISTRIBUTE IMMEDIATELY

Date: October 3, 2008

Subject: 08342 – Product Safety Recall

Passenger-Side Airbag May Not Fully Deploy or May Fracture

Models: 2009 Chevrolet Impala

To: All Chevrolet Dealers

Attention: Service Manager, Parts Manager, and

Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

General Motors is announcing Product Safety Recall 08342 today. The number of vehicles involved is 81. Please see the attached bulletin for details.

IMPORTANT NOTE: The service procedure in this bulletin involves the removal of the passenger-side airbag. **DO NOT DEPLOY THE INFLATABLE RESTRAINT MODULE.** After claim payment, dealers will receive a request to return the module to the GM Warranty Parts Center. Store the module in a safe location until instructed to mail the module.

Mailing Information

Customer notification letters will be mailed on October 10, 2008.

GM Vehicle Inquiry System (GMVIS)

GMVIS information will be available on October 4, 2008.

Service Information System (SI)

Bulletin 08342 will be available in SI on October 7, 2008.

Campaign Initiation Detail Report (CIDR)

The CIDR will not be available in DealerWorld until October 9, 2008. Therefore, an VIN List sorted by BAC has been attached for your reference. If your BAC is not on this list, you do not have any involved vehicles.

PLEASE CLICK ON THE MESSAGE ATTACHMENTS BELOW

TO VIEW OR PRINT THE BULLETIN AND/OR VIN LIST

END OF MESSAGE

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Message Attachment(s):

 [08342 bulletin.pdf](#) Acrobat PDF (40.29KB)

08342 Bulletin

 [08342 US VIN list.xls](#) Microsoft Excel Worksheet (22KB)

08342 US VIN list



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Passenger-Side Front Air Bag May Not Fully Deploy or May Fracture

MODELS: 2009 Chevrolet Impala

The service procedure in this bulletin involves the removal of the passenger-side front air bag.

DO NOT DEPLOY THE INFLATABLE RESTRAINT MODULE.

After claim payment, US dealers will receive a request to return the module to the GM Warranty Parts Center; Canadian dealers will be contacted by GM with shipping instructions. Follow the instructions in the service procedure for proper storage of the module.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2009 model year Chevrolet Impala vehicles. Some of these vehicles have a passenger-side front air bag inflator that could fracture at an inflator tube during a deployment. During a passenger-side front air bag deployment, pieces of the inflator tube could strike and injure vehicle occupants and the airbag cushion would not inflate fully, reducing the capability of the bag to protect the passenger.

CORRECTION

Dealers are to install a new passenger-side front air bag.

VEHICLES INVOLVED

Involved are **certain** 2009 model year Chevrolet Impala vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2009	Chevrolet	Impala	91100881	91173144

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the GM Vehicle Inquiry System (GMVIS). Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers will not have a report

available if they have no involved vehicles currently assigned.

- US dealers - GM DealerWorld Recall Information
- Canadian dealers - GMinfoNet Recall Reports

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.

PARTS INFORMATION

Parts required to complete this recall are to be obtained from General Motors Service and Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Note: There are only 81 vehicles involved in this recall; 79 vehicles located in the U.S. and 2 in Canada. Please order parts when the customer schedules an appointment.

Caution: *The service procedure in this bulletin involves the removal of the passenger-side front air bag. **DO NOT DEPLOY THE INFLATABLE RESTRAINT MODULE.** After claim payment, US dealers will receive a request to return the module to the GM Warranty Parts Center; Canadian dealers will be contacted by GM with shipping instructions. Follow the instructions in the service procedure for proper storage of the module.*

Part Number	Description	Quantity/Vehicle
25809534	MODULE,I/P INFL RST	1

SERVICE PROCEDURE

1. Remove the passenger side inflatable restraint module from the vehicle. Refer to *Instrument Panel Inflatable Restraint Module Replacement (Impala)* in SI.

Warning: When carrying an undeployed inflator module:

- Do not carry the inflator module by the wires or connector.
- Make sure the air bag opening points away from you.
- When storing an undeployed inflator module:
 - Make sure the air bag opening points away from the surface on which the inflator module rests.
 - Provide free space for the air bag to expand in case of an accidental deployment.
 - Store the module in a secure location.

Failure to observe these guidelines may result in personal injury.

2. **Do NOT deploy the inflatable restraint module. After claim payment, US dealers will receive a request to return the module to the GM Warranty Parts Center; Canadian dealers will be contacted by GM with shipping instructions. Follow the above instructions for proper storage of the module.**

3. Install a new inflatable restraint module on the passenger's side of the vehicle. Refer to *Instrument Panel Inflatable Restraint Module Replacement (Impala)* in SI.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC_FC	Labor Op	Labor Hours
Replace Passenger-Side Front Air Bag Add: With Head Up Display	1	---	*	MA-96	V1984	1.0 0.1
Courtesy Transportation for vehicles within the New Vehicle Limited Warranties (US & Canadian GM Dealers)	N/A	N/A	N/A	MA-96	**	N/A

* The "Parts Allowance" should be the sum total of the current GMSPD Dealer net price plus applicable Mark-Up for module needed to complete the repair.

** Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual for vehicles within the New Vehicle Limited Warranties. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

CUSTOMER NOTIFICATION

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

DEALER RECALL RESPONSIBILITY – For US (US States, Territories, and Possessions)

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 RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

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.



October 2008

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2009 model year Chevrolet Impala 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.

I M P O R T A N T

- Your vehicle is involved in safety recall 08342.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a passenger-side front air bag inflator that could fracture at an inflator tube during a deployment. During a passenger-side front air bag deployment, pieces of the inflator tube could strike and injure vehicle occupants and the airbag cushion would not inflate fully, reducing the capability of the bag to protect the passenger.

What will we do?

Your GM dealer will install a new passenger-side front air bag. 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.

If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

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. More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8450	
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>.

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
08342