

Product Safety Recall

43430 Occupant Sensing System Sensitivity



Reference Number: N162043430
GWM Number: 2043430

Release Date: June 2016
Revision: 00

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.

Vehicles involved in this recall were placed on stop delivery May 2, 2016. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Due to limited part availability, this bulletin will be released in two phases. The first phase is for vehicles built on February 8, 2015 or later. Customers will receive letters notifying them of this initial phase in increments beginning the first week of July, 2016. The Investigate Vehicle History (IVH) screen in the Global Warranty System (GWM) will be updated with an open status for these vehicles on June 17, 2016.

The second phase will be for the balance of vehicles involved in this recall that were built February 7, 2015 and prior. These vehicles will continue to display "NA" under Release Date and "Incomplete – Remedy not yet available" under status in IVH until sufficient parts are available to repair these vehicles. Based on part availability, the date for phase two has yet to be determined. Dealers will be notified when repairs can begin on these vehicles.

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	City Express	2015	2016		

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, based on information provided by Nissan North America, Inc., has decided that a defect which relates to motor vehicle safety exists in certain 2015-2016 Chevrolet City Express vehicles. The Chevrolet City Express is manufactured by Nissan. The Occupant Classification System (OCS) is designed to classify the size and weight of the front seat passenger and, under certain conditions, automatically turn OFF the passenger airbag. The OCS system is designed to only deploy the front passenger airbag when the front passenger seat is occupied by an adult. In the affected vehicles, the OCS software may incorrectly classify the passenger seat as empty when it is occupied by an adult. If the OCS does not detect an adult occupant in the passenger seat, the passenger airbag would be deactivated. Failure of the passenger airbag to deploy during a crash (where deployment is warranted) could increase the risk of injury to the passenger.
Correction	Dealers will replace the OCS Electronic Control Unit.

Parts

Due to limited part availability, this bulletin will be released in two phases. The first phase is for vehicles built on February 8, 2015 or later. **THE PART NUMBER BELOW ONLY FITS VEHICLES BUILT ON OR AFTER FEBRUARY 8, 2015.** Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Parts are currently in limited supply.

Important: Due to limited part availability, dealers should not order recall parts for use as shelf stock. Order parts on a CSO = Customer Special Order only. DRO's will be cancelled. Parts may have quantity limiters in effect.

Quantity	Part Name	Part No.
1	Module Asm, Airbag Frt Pass Presence	19318005

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9101156	Airbag Front Passenger Presence Module Replacement	1.9	ZFAT	N/A
9102338	Floor Plan Reimbursement	N/A	ZFAT	*

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

* USA & Canada Only - Vehicles eligible for floor plan reimbursement are to submit the amount in “Net Item” and 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 (May 2, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 68 days):

Vehicle	Reimbursement Amount	
	USA	Canada
2015 Chevrolet Express	\$2.90	\$3.84
2016 Chevrolet Express	\$2.97	\$3.81

Service Procedure

1. Remove the airbag front passenger presence module. Refer to *Airbag Front Passenger Presence Module Replacement* in SI.
2. Install the airbag front passenger presence module. Refer to *Airbag Front Passenger Presence Module Replacement* in SI.
3. Recalibrate the inflatable restraint passenger presence system. Refer to *Passenger Presence System Rezeroing* 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.

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

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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.

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, Section 6.1.10 – Courtesy Transportation, for 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).

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

July 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, based on information provided by Nissan North America, Inc. (Nissan), has decided that a defect which relates to motor vehicle safety, exists in certain 2015-2016 Chevrolet City Express vehicles. The Chevrolet City Express is manufactured by Nissan. 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 43430.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The Occupant Classification System (OCS) is designed to classify the size and weight of the front seat passenger and, under certain conditions, automatically turn OFF the passenger airbag. The OCS system is designed to only deploy the front passenger airbag when the front passenger seat is occupied by an adult. In the affected vehicles, the OCS software may incorrectly classify the passenger seat as empty when it is occupied by an adult. If the OCS does not detect an adult occupant in the passenger seat, the passenger airbag would be deactivated. Failure of the passenger airbag to deploy during a crash (where deployment is warranted) could increase the risk of injury to the passenger.

Front seat passengers are encouraged to be seated properly in accordance with the instructions in the owner's manuals. The issue only affects the front passenger seat. If the front passenger seat is unoccupied, no precautions are necessary. Never seat a small child in the front seat.

If the red air bag warning light on the cluster remains illuminated after the vehicle is started, do not wait for the recall letter and take the vehicle to the dealership for immediate diagnostics and repairs.

If the yellow passenger air bag indicator light on the lower instrument panel trim is illuminated when the seat is occupied by an adult, do not wait for the recall letter and take the vehicle to the dealership for immediate diagnostics and repairs.

What will we do?

Your GM dealer will replace the OCS Electronic Control Unit. 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 2 hours.

What should you do?

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

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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 16V244.

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

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