



Bulletin No.: 31820B
Date: March 2016

Recall Bulletin

F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Side Impact Airbag Weld Stud Fractures

MODELS: 2016 Chevrolet Malibu

This bulletin is being revised to include a copy of the customer notification letter. Please discard all copies of 31820A.

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 March 11, 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.

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.

Required repairs for this recall are determined by the VIN of each involved vehicle. Dealers are to confirm which side airbag modules are affected, this may include any combination of left, right, front, and/or rear side airbag modules. **To determine the appropriate repair and which parts are required**, refer to the VIN list located in GlobalConnect in the Service Department Reference Library, titled "31820 ALL VINs with Seat Airbag Locations" (reference # GCUS-14-610).

CONDITION

General Motors has decided that certain 2016 model year Chevrolet Malibu model vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 214. These vehicles may have a condition where two weld studs that mount the front and rear side impact airbag inflators to the seat frame may fracture and separate during airbag deployment. If the vehicle is in a crash necessitating side airbag deployment, and both weld studs fracture, the inflated cushion may not remain in its intended position and may separate from the seat, increasing the risk of injury to occupants.

CORRECTION

Dealers are to replace the affected side airbag modules, which may include any combination of left, right, front, and/or rear side airbag modules.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required

inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

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 to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

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.

PART INFORMATION

Parts Pre-Ship Information – For US and Canada

Important: An initial supply of the airbag(s) required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment began the week of March 21, 2016 and is **anticipated** to conclude the week of April 4, 2016. **Shipments will cover all involved vehicles.** Pre-shipped parts will be charged to dealer's open parts account.

Note: The parts required for this recall are determined by the VIN of each involved vehicle. **To determine the appropriate repair and which parts are needed, refer to the VIN list located in GlobalConnect in the Service Department Reference Library, titled “31820 ALL VINs with Seat Airbag Locations” (reference # GCUS-14-610).**

Important: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **as CSO only**. Please **do not place orders as SPAC**; it will delay shipment of the order and will not provide visibility. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

All orders placed for airbag assembly part numbers prior to, or during, the pre-shipment, will be cancelled. Additional parts, if required, are to be obtained from GMCCA. Please refer to your “involved vehicles listing” before ordering parts. **Parts are currently in limited supply.** Order parts on a CSO = Customer Special Order. DRO's will be cancelled. Parts may have quantity limiters in effect. **All orders will be reviewed prior to being filled.**

Part Number	Description	Quantity/Vehicle
23409301	Airbag Asm F/Seat Outboard St Back-Left	1 (if req'd)
23409302	Airbag Asm F/Seat Outboard St Back-Right	1 (if req'd)
23410365	Airbag Asm R/Seat Bolster-Left	1 (if req'd)
23410366	Airbag Asm R/Seat Bolster-Right	1 (if req'd)

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

SERVICE PROCEDURE

Note: Required repairs for this recall are determined by the VIN of each involved vehicle. Dealers are to confirm which side airbag modules are affected, this may include any combination of left, right, front, and/or rear side airbag modules. To determine the appropriate repair and which parts are required, refer to the VIN list located in GlobalConnect in the Service Department Reference Library, titled “31820 ALL VINs with Seat Airbag Locations” (reference # GCUS-14-610).

1. Open the VIN list identified above. Using the search function (usually control “F”) on your computer, type in the last eight digits of the VIN number to find the vehicle on the list. Once the vehicle is found on the list, follow the line across to determine the appropriate airbag replacement. Airbags that require replacement will be indicated with a YES in the column. **Ensure that you follow the correct line across and review all columns.**
2. Replace the effected airbag assembly as required. Refer to the following SI Information for replacement instructions:
 - *Front Seat Outboard Seat Back Airbag Replacement*
 - *Rear Seat Bolster Airbag Replacement*

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the stop delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the date of the stop delivery message to receipt date of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

COURTESY TRANSPORTATION – For US and Canada

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.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

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

Labor Code	Description	Labor Time	Net Item
9102102	Prepare Vehicle For One Or More Seat Airbag Replacement	0.1	N/A
	ADD: For Each F/Seat Outboard St Back Airbag Replacement	1.4	*
	ADD: For Each Rear Seat Bolster Airbag Replacement	0.5	*
9102123	Floor Plan Reimbursement	N/A	**

* Labor time Includes deployment and disposal of replaced pyrotechnic devices.

** The amount identified in the "Net Item" column 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 (March 11, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 21 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2016 Chevrolet Malibu	\$ 3.34	\$3.91

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For 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.

DEALER RECALL RESPONSIBILITY – For US and Export (US 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.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

DEALER RECALL 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 recall enters your vehicle inventory, or is in your facility 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.





IMPORTANT SAFETY RECALL

April 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 has decided that certain 2016 Chevrolet Malibu vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 214, "Side Impact Protection." As a result, GM is conducting a 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 recall 31820.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The two weld studs that mount the front and rear side impact airbag inflators to the seat frame may fracture and separate during airbag deployment. If the vehicle is in a crash necessitating side airbag deployment, and both weld studs fracture, the inflated cushion may not remain in its intended position and may separate from the seat, increasing the risk of injury to occupants.

What will we do?

Your GM dealer will replace the affected side airbag modules, which may include any combination of left, right, front, and/or rear side airbag modules. 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 40 minutes, up to four hours, depending on which airbag modules need replacement.

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)
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 16V151.

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

GM Recall 31820