

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

March 2018

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 a defect, which relates to motor vehicle safety, exists in certain 2006-2010 model year Pontiac Solstice and 2007-2010 model year Saturn SKY 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.

IMPORTANT

- Your vehicle is involved in GM safety recall 17036.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Vehicles are equipped with a passenger airbag suppression system (PPS) that is designed to determine whether the passenger seat is occupied by a child and whether the front passenger airbag should be suppressed during a crash. The PPS system uses a flexible sensor mat inside the passenger seat. Occupant pressure on the seat in the same location can, over time, bend and damage the sensor's printed conductor. In severe cases, this damage can cause an open circuit in the sensor. While the sensor circuit is open, the PPS module will indicate to the vehicle's sensing and diagnostic module (SDM) that a fault exists in the PPS system, and the SDM will—by default—suppress the front passenger airbag during a crash.

If an active fault exists in the PPS system and a crash occurs, the SDM will not deploy the front passenger airbag. If an adult is occupying the passenger seat, the suppression of the front passenger airbag could increase the risk of injury to the passenger.

What will we do?

Your GM dealer will inspect the PPS sensor mat for damage. If the mat is undamaged and functioning correctly, your dealer will add a reinforcement strip to the sensor mat. If the mat is damaged, your dealer will install a new PPS mat with the reinforcement strip. 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 one hour.

What should you do?

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

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, 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 31, 2019, unless state law specifies a longer reimbursement period.

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)
Pontiac	1-800-620-7668	1-800-833-7668
Saturn	1-800-972-8876	1-800-833-6000
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 17V061.

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

Maryann L. Combs
Vice President
Global Vehicle Safety

Enclosure
GM Recall 17036