

Product Safety Recall

17036 Passenger Presence System



Reference Number: N162080281

Release Date: February 2018

Revision: 01

Revision Description: A permanent service repair is now available for dealer inventory and customer vehicles. Vehicles in used inventory and customer vehicles that were repaired under the interim repair will require this permanent repair as the final remedy. The correction, parts, warranty information, and service procedure sections have been revised, and the customer letter has been added. Please discard all copies of bulletin 17036.

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.

Make	Model	Model Year		RPO	Description
		From	To		
Pontiac	Solstice	2006	2010		
Saturn	SKY	2007	2010		

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 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. To satisfy Federal/Canada Motor Vehicle Safety Standard (FMVSS/CMVSS) 208 airbag suppression requirements, these 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.
Correction	Dealers are to inspect the PPS sensor mat for damage. If the mat is undamaged and functioning correctly, dealers will add a reinforcement strip to the sensor mat. If the mat is damaged, dealers will install a new PPS mat with the reinforcement strip. Please note that GM’s standard 1 year/12,000 mile service part warranty applies to both the sensor mat and the reinforcement strip, regardless of which repair procedure is used. If only the reinforcement strip is installed, and the sensor mat fails during the 1 year/12,000 mile warranty period, the sensor mat and the reinforcement strip should be replaced free of charge.

Parts

Quantity	Part Name	Part No.
4	Retainer - Seat Cover	10121502
1	Reinforcement – Passenger Presence Sensor	84447742
1 (If Required)	Module – Passenger Presence	19124219

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102629	Install Passenger Presence Sensor Reinforcement Add: Verify DTC If Airbag Lamp Indicates No Occupant	1.0 0.1	ZFAT	N/A
9103251	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9103252	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

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

- * For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.
For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.
- ** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

1. With the vehicle ignition key in the “On” position, have an adult weighing at least 150 lbs. occupy the passenger seat. Observe the passenger airbag telltale. It should change from “Off” to “On”.
 - If the passenger airbag **telltale indicates that the airbag is on**, proceed to step number 2.
 - If the passenger airbag **telltale indicates that the airbag is NOT on**, verify DTC B0081 is current in the Sensing and Diagnostic Module (SDM), and replace the inflatable restraint passenger presence module in addition to performing the installation of the reinforcement strip. Refer to *Inflatable Restraint Passenger Presence System Replacement – System* in SI.

Note: Verify that the temperature of the vehicle and service parts are between 55°F-100°F (13°C-38°C) before removing trim cover and applying the reinforcement strip. Once trim cover is removed, verify sensor surface is clean and dry to ensure reinforcement adhesive bond strength.



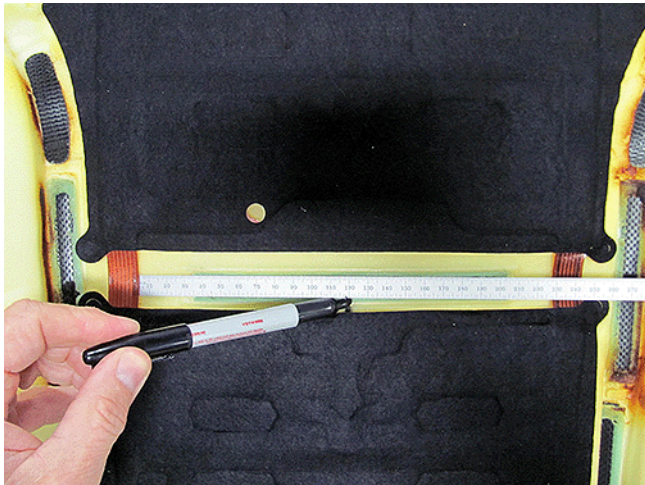
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Note: Use a small flat blade screw driver to separate the seat cover hook and loop fastener strips from the seat foam fasteners. Do not pull the two components apart, the seat cushion may be damaged. If the cover fastener strips pull out of foam, the seat cover will not attach to seat properly, replace the cushion pad with a new cushion.

2. Turn Ignition to the “OFF” position. Remove the passenger seat cushion trim cover. Refer to *Seat Cushion Trim Cover and Pad Replacement* in SI.

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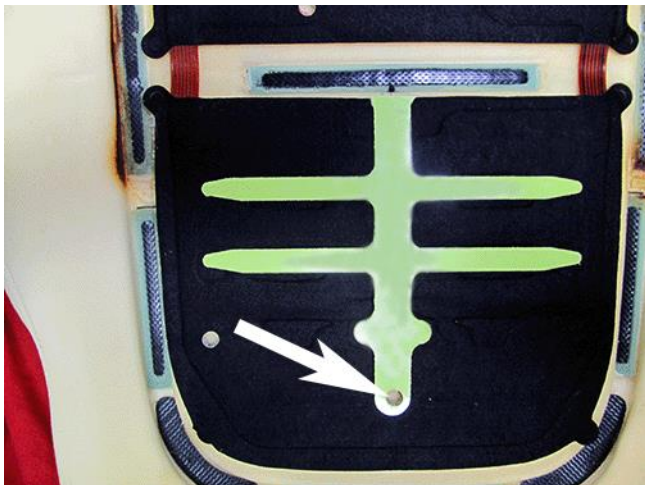


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3. Using a ruler, locate the center of the seat pad in the area shown.
4. Mark the center with a permanent marker.

Note: The reinforcement in the photos is green in color to help display the proper location and installation. The actual service part is clear. The reinforcement strip alignment hole is slightly offset from center, this is intentional and not an error in service part. Ensure the alignment hole in the reinforcement is aligned directly over the hole in the sensor assembly.

5. Remove the protective liner from the adhesive backed reinforcement strip, beginning at the end with the alignment hole.



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6. Center the hole in the reinforcement strip with the hole in the seat pad.

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7. Align the center of the other end of the reinforcement strip with the center mark created with the permanent marker.
8. Remove the remainder of the protective paper and firmly press the reinforcement strip onto the passenger presence pad for at least 10 seconds to ensure even adhesion to the sensor felt.
9. Using four new retainers, reinstall the passenger seat cushion trim cover. Refer to *Seat Cushion Trim Cover and Pad Replacement* in SI.
10. Reinstall the seat and perform step number 1 again to verify the function of the system.

Dealer Responsibility – For USA & Export (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/repared 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.

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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.

Customer Notification

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

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.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by March 31, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

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.

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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)
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