

F/CMVSS Noncompliance Recall

17199 Front Passenger Airbag Deployment



Reference Number: N172097790

Release Date: August 2017
Revision: 01

Revision Description: This bulletin is being revised to add an additional available wire retainer in the part section and to enhance the service procedure with additional illustrations and instructions. Please discard all previous copies of bulletin 17199.

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 9, 2017. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle may be 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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Spark	2016	2017	AYF	LRD Passenger Air bag

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 certain 2016 - 2017 Chevrolet Spark vehicles may not comply with Federal Motor Vehicle Safety Standard ("FMVSS") 208, and Canada Motor Vehicle Safety Standard ("CMVSS") 208 "Occupant Crash Protection." During air bag compliance testing using unbelted, out of position 3-year-old and 6-year-old test dummies in the front passenger seating position, the dummy instrumentation recorded axial neck force from the air bag's deployment greater than permitted by FMVSS/CMVSS (TSD) 208 S22.4.2, S21.5.5, and S23.5.5.
Correction	Dealers will replace the passenger air bag module with a new air bag module containing an air bag with an additional, folded in flap intended to guide the trajectory of the air bag and reduce axial neck force during deployment.

Parts

Quantity	Part Name	Part No.
1	Airbag Module-Pass Side.	42619308
1	Panel I/P-Upper	42619488
1	Panel I/P-Upper	42619489*
1	Seal-IP	95441496
2	Clip	11588650
2	Nut-Metric-Type	11517079
As Required	Retainer – Wire Harness	19130464

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. **All orders will be reviewed prior to being filled.**

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

* Part 42619489 (Panel I/P-Upper) will only be needed on less than 1% of all involved VINS and should be ordered by the dealer after referring to your "involved vehicles listing." Place the VIN # in the note field of the order when ordering or the order will be cancelled.

**Part 19130464, please note this part ships in a merchandise pack of 10 pieces.

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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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103164	Install Upper Instrument Panel and Passenger Airbag Module, Includes Deployment And Disposal Of Old Airbag Module	2.3	ZFAT	N/A
9103262	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/Miscellaneous” 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 9, 2017) to the date the repair is completed and the vehicle is ready for sale (not to exceed 61 days).

Vehicle	Reimbursement Amount	
	USA	Canada
2016 / 2017 Chevrolet Spark	\$2.02	\$2.26

Service Procedure

IMPORTANT: The removed airbag must be properly deployed and disposed of or recycled after it is removed from the vehicle. THE REMOVED AIRBAG MUST NOT BE SOLD OR REUSED. Some countries, states or localities may not allow service deployment of airbags without authorization from the regulating environmental authority. Local laws and regulations regarding deploying, recycling, or disposing of airbags must be followed. Airbags for this recall are NOT part of the Used Airbag Return Process.



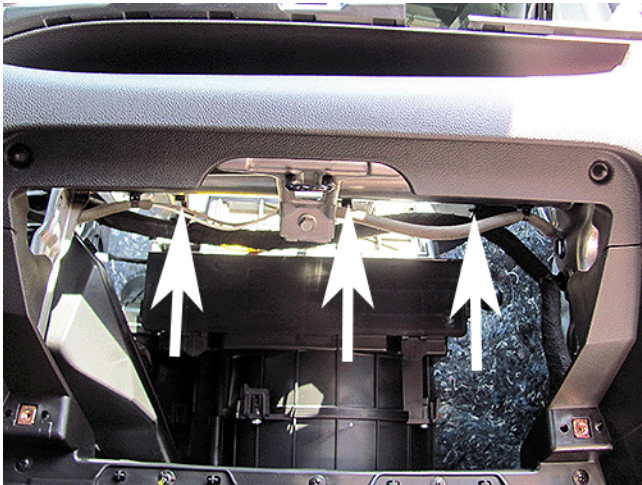
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1. Record the new passenger airbag module serial number on the repair order. This is the last number on the airbag assembly part sticker (highlighted in yellow in the photo above).

IMPORTANT: To prevent damage to the airbag electrical connectors when removing the instrument panel, perform the following steps:

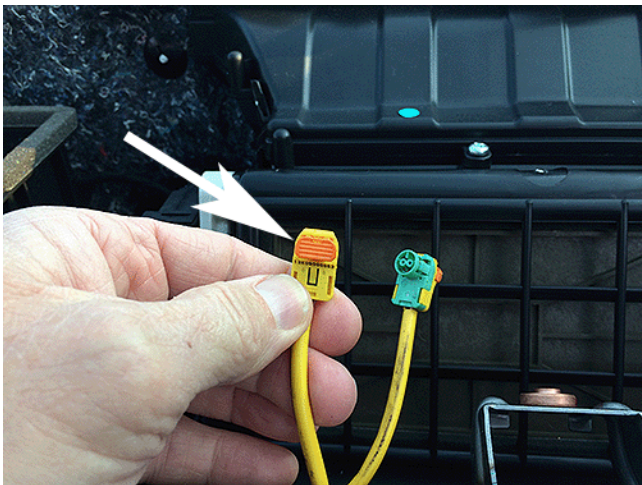
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- Remove the three wiring harness retainers from the instrument panel cross bar (install new retainers if they are damaged upon removal).
- Push up on the harness to create sufficient slack in the airbag wiring to prevent pulling the connectors out of the airbag.



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- Release the orange CPA before disconnecting the connectors from the airbag.
2. Replace the instrument panel upper trim panel and airbag instrument panel module. Refer to *Airbag Instrument Panel Module Replacement and Instrument Panel Upper Trim Panel Replacement* in SI.

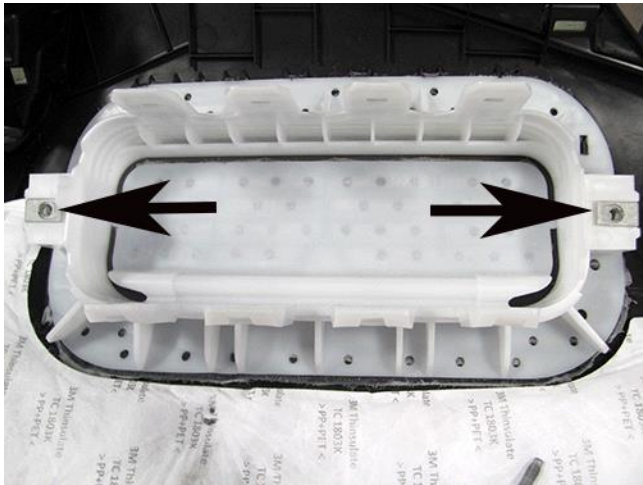
NOTE: Install two new airbag mounting nuts and the two new lower instrument panel trim plate clips when performing the repair steps. These parts are not reusable. Installing the passenger air bag into the instrument panel requires proper work space preparation and a large amount of physical force.

NOTE: Install the adhesive backed sealing strip onto the front upper edge of the new upper trim panel. Use the original upper trim panel as a guide for the sealing strip location.

3. When installing the new airbag module into the new instrument panel, please use the following steps to ensure the system performs as designed.
 - Place the new instrument panel on a sturdy waist high work surface. Insert a soft non marring pad between the bench and the panel to prevent damage to the panel outer finish. Position the instrument panel on the bench with the airbag mounting bracket on the right side of the bench.

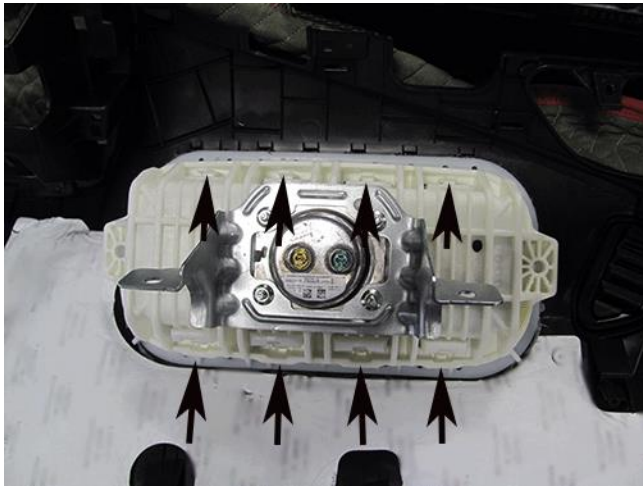
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- Install two new nuts on the instrument panel airbag mounting bracket.



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- When installing the airbag module, locate all eight connecting tabs on the instrument panel to all eight receivers on the airbag module **DO NOT ENGAGE THE LOCKING TABS.**

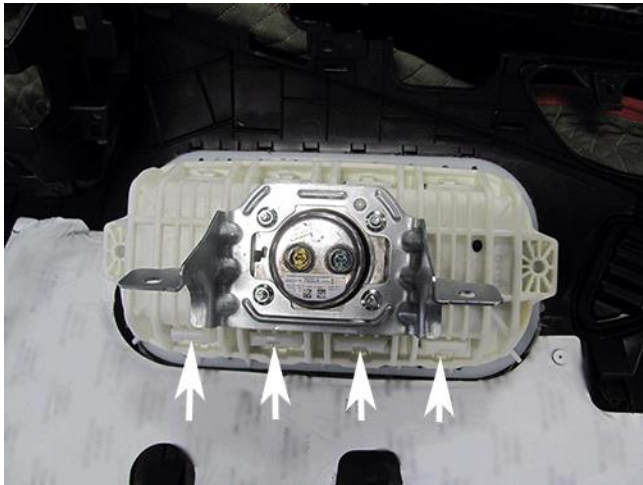


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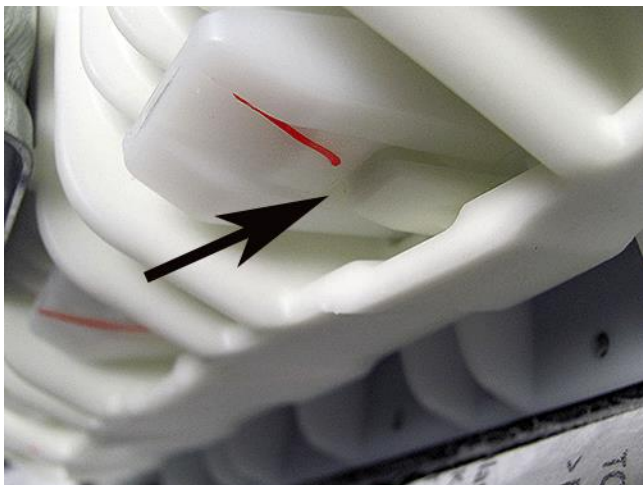
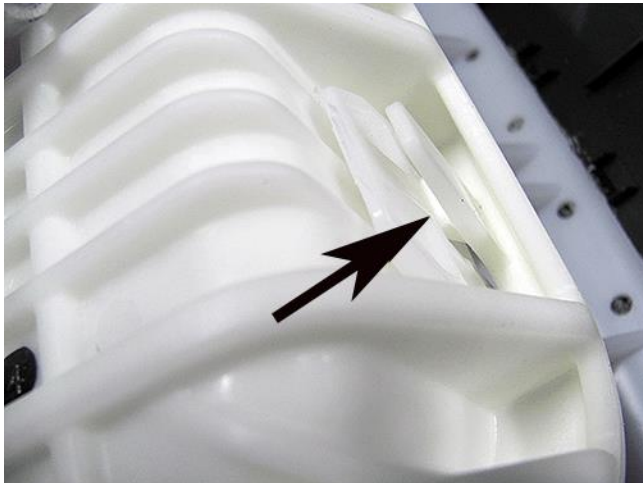
- Apply pressure to the outboard side (far side) of the airbag, engaging the four locking tabs. This requires considerable pressure, you will feel and hear the tabs engage.

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- Apply pressure to the inboard side (near side) of the airbag, engaging the second set of four locking tabs. Considerable pressure will be required, you will feel and hear the tabs engage.



- Visually inspect all eight locking tabs, ensure the tabs are fully engaged.
- All eight tabs on the chute should be free to move after installation. If the tab is not free to move (binding) the tab needs to be fully seated.

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4. Using a red paint pen, mark each of the eight tabs as they are being verified for full engagement.
5. Separate the instrument panel upper trim panel and airbag instrument panel module for deployment and disposal. Refer to *Airbag Instrument Panel Module Replacement* in SI.

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.

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.

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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, Sections 1.4 and 6.1.10, for courtesy transportation program 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 2017

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 2016-2017 model year Chevrolet Spark vehicles may not comply with Federal/Canada Motor Vehicle Safety Standard ("FMVSS") / (CMVSS) 208, "Occupant Crash 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 safety recall 17199.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

During air bag compliance testing using test dummies representative of a three-year-old and a six-year-old child that is unbelted and out of position in the front passenger seating position, the dummy instrumentation recorded axial neck force from the air bag's deployment greater than permitted by the safety standard cited above.

Although it is unsafe and inadvisable for a child occupant to ride unsecured in the front passenger seat, a child not wearing a seat belt and in that seating position at the time of a crash necessitating air bag deployment may be subject to an increased risk of injury.

Whenever possible, children aged 12 and under should be in the rear seat. Children are safer when properly secured in a rear seat in a child restraint appropriate for their weight and size. Please see your vehicle's owner manual for information regarding proper child restraint.

This condition does not impede or prevent air bag functionality when the front passenger seating position is occupied.

What will we do?

Your GM dealer will replace the passenger air bag (PAB) module with a low-risk deployment (LRD) air bag module that has an added folded-in flap. 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 and 20 minutes.

Even though initial part availability will be limited, we are committed to repairing your vehicle as quickly as possible and expect to have an adequate supply of parts to begin repairs on July 24, 2017.

What should you do?

You should contact your GM dealer to arrange a service appointment on or after July 24, 2017.

Until the repair can be performed on your vehicle, any passenger who is seated in the front passenger seat should have the safety belt secured at all times when riding in the vehicle.

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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 17V307

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 17199