



# IMPORTANT SAFETY RECALL

May 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.

*Previously, you were notified that your 2006–2010 model year Pontiac Solstice or 2007-2010 model year Saturn SKY was involved in GM recall 17036. This letter is to inform you that parts for the interim repair are now available to repair your vehicle.*

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 recall 17036.
- If your vehicle's passenger airbag telltale indicates that the airbag is off while an adult is seated in the passenger seat, schedule an appointment with your GM dealer. Your dealer will replace the inflatable restraint passenger presence module. This is not a permanent repair. When the revised service part is available, you will receive another letter advising you to return your vehicle to the dealer for the permanent correction.
- 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.

**How to tell if your vehicle has this condition**

This is your vehicle's passenger airbag telltale:



If your vehicle's passenger airbag telltale indicates that the airbag is off while an adult is seated in the passenger seat, your vehicle may have the condition described in this letter.

**What will we do?**

The permanent service repair is currently under development. When parts are available for the permanent repair, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at [www.recalls.gm.com](http://www.recalls.gm.com).

**What should you do?**

If your vehicle's passenger airbag telltale indicates that the airbag is off while an adult is seated in the passenger seat, schedule an appointment with your GM dealer. Your dealer will replace the inflatable restraint passenger presence module. This is not a permanent repair. 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 50 minutes. When the revised service part is available, you will receive a second letter advising you to return your vehicle to the dealer for the permanent correction.

**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 May 31, 2018, 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.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall 17036

## General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: \_\_\_\_\_

Street Address or P. O. Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Date Request Form and Supporting Documentation Submitted to Dealer: \_\_\_\_\_

Vehicle Identification Number of Involved Vehicle: \_\_\_\_\_  
(17 Characters)

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.**

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: \_\_\_\_\_

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: \_\_\_\_\_ Request Approved: \_\_\_\_\_ Date: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

Request Denied: \_\_\_\_\_ Date: \_\_\_\_\_ Reviewed By: \_\_\_\_\_

Reason: \_\_\_\_\_

If denied, please provide a copy of this form to the customer and retain original for your files