

Questions and Answers for Safety Recall 18117 Rear Seat Belt Misrouted Around Bolster Bracket

These questions and answers are being provided so that GM dealers may respond to anticipated inquiries from involved vehicle owners about the product field action identified above.

Q1) Which vehicles are involved?

A1) Certain 2018 model year Buick Regals.

Q2) What is the issue or condition?

A2) General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2018 Buick Regal vehicles. The rear outboard seats may have seat belts improperly routed around the rear seat bolster bracket during the manufacturing process. Improperly routed seat belts may not provide adequate restraint to passengers in those seats under extreme loading conditions, such as those generated in a severe crash.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None.

Q4) What is the remedy/repair?

A4) Dealer will inspect the rear outboard seat belts to verify proper routing around the side bolster bracket. If necessary, the dealer will correctly reroute the seat belts.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) If a rear outboard seat belt fails to provide adequate restraint, a passenger in that seat could face an increased risk of injury.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, the remedy/repair is available now at Buick dealers. Customers are strongly urged to repair their vehicle as soon as possible. Help the customer schedule their service appointment today.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to Customers

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by Buick, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center my.gm.com/recalls or via NHTSA's website at vinrcl.safercar.gov/vin/.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) At this time, no specific allowances for courtesy transportation have been provided. Follow Courtesy Transportation Program Guidelines.