

Frequently Asked Questions (FAQs) for Safety Recall 18178 Weld Separation on Front Seat Recliner

These questions and answers are being provided to help General Motors dealers respond to inquiries from involved vehicle owners regarding the safety recall identified above.

Q1) Which vehicles are involved?

A1) Certain 2018 model year Chevrolet Sonic vehicles.

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 model year Chevrolet Sonic vehicles. A joint in the driver's seat-back frame may not have been properly welded during the manufacturing process, reducing the strength of the seat-back frame. If the vehicle is involved in a rear-impact crash and the weld is fractured or fractures during the crash event, the strength of the driver's seat back will be reduced, increasing the risk of injury to the driver.

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

A3) The driver may detect unusual play or movement in the seat back, which can occur when the weld is fractured and the seat-back frame has partially separated from the bracket that attaches it to the seat-cushion frame.

Q4) What is the remedy/repair?

A4) Dealers will replace the driver's seat back cushion frame.

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

A5) If the vehicle is involved in a rear-impact crash and the weld is fractured or fractures during the crash event, the strength of the driver's seat back will be reduced, increasing the risk of injury to the driver.

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

A6) No, this remedy/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. Customers should contact their local Chevrolet dealer to arrange a service appointment as soon as possible.

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 Chevrolet, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at 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) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Follow Courtesy Transportation Program Guidelines.