

Frequently Asked Questions (FAQs) for Safety Recall 18208 Passenger Seat Occupant Misclassification with Seat Service Kit

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

Q1) Which vehicles are involved?

A1) 2016-2018 model year Chevrolet Malibu.

Q2) What is the issue or condition?

A2) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2016 – 2018 Chevrolet Malibu vehicles that had service performed to replace the passenger presence system (PPS). The PPS is designed to determine whether the front passenger seat is occupied by a child and whether the front passenger airbag should be suppressed during a crash. The replacement PPS installed during service may have contained an incorrectly calibrated component that could cause the PPS to misclassify certain children and small adults seated in the front passenger seat. The misclassification could result in the front passenger airbag being suppressed when it should be enabled or being enabled when it should be suppressed.

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

A3) The passenger airbag status indicator may illuminate “ON” for a child front passenger and “OFF” for a larger child or adult front passenger.

Q4) What is the remedy/repair?

A4) Replace the front passenger PPS seat service kit.

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

A5) If the PPS misclassifies a front seat occupant in certain edge cases, the front passenger airbag could be deployed in a crash where the system is intended to suppress deployment or, alternatively, to suppress deployment where the system is intended to allow deployment, either of which could increase the risk of injury to the front passenger.

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) No, the remedy/repair is not yet available.

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 General Motors, 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. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.