

# Product Safety Recall

## N192278300 Front Seat Crossmember Improperly Welded



**Release Date:** October 2019

**Revision:** 00

**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.

This bulletin contains an inspection procedure for both dealer inventory and customer vehicles. Vehicles that pass this inspection procedure can be delivered and closed using the "Inspect Only – No Further Action Required" labor code 9104649. It is estimated that fewer than 1% of the involved vehicles will fail the inspection and require part replacement. Vehicles that do not pass the inspection must be held and not delivered to customers. This bulletin will be updated when the remedy and required parts become available, at which time those vehicles can be repaired, closed and delivered.

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		
Buick	Regal	2019	2020		

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.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2019 and 2020 model year Buick Regal vehicles. The driver or passenger front seat frames may have a lower crossbar that was not welded properly. Insufficient welds on the front seat structure may degrade management of occupant loads in certain crashes, which may increase the risk of injury in a crash for occupants seated in the affected front seat.
<b>Correction</b>	Dealers will inspect both crossbar welds on both driver and passenger front seats. If either side of the crossbar is improperly welded, dealers will replace the seat.

### Parts

It is estimated that fewer than 1% of the involved vehicles will fail the inspection and require part replacement. For those vehicles that do not pass the inspection, the bulletin will be updated when the remedy and required parts become available, at which time those vehicles can be repaired.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104649*	Inspect Only – No Further Action Required	0.2	ZFAT	N/A

\*Only use for vehicles that pass inspection. Hold failed inspection warranty claims until bulletin is updated with the remedy and the revised service parts are available.

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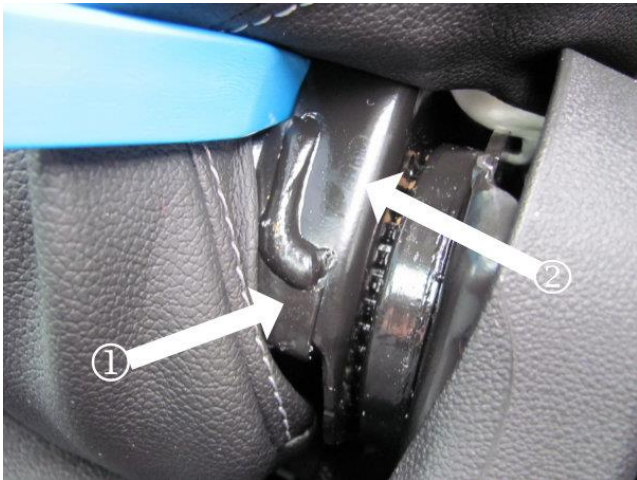
### Service Procedure

**Note:** Due to a running change, some seat frames may be painted black while others will be unpainted. This is a normal condition.



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1. Fully recline the front driver side seat. Locate the two inspection areas.



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2. Using a trim stick, move the seat cover toward the center of the seat exposing the area where the lower seat cross bar (1) connects to the seat frame (2).



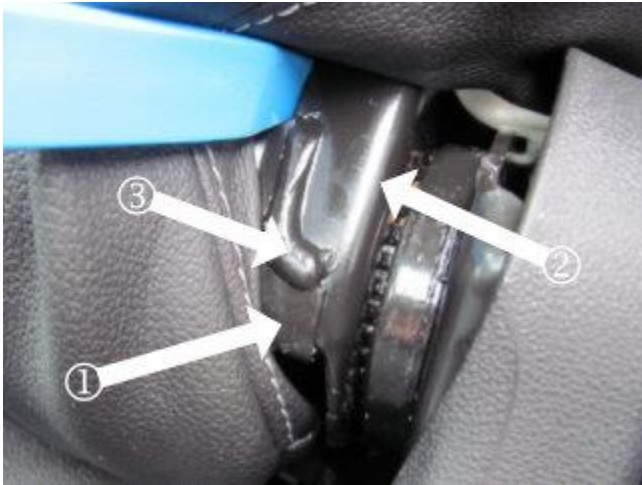
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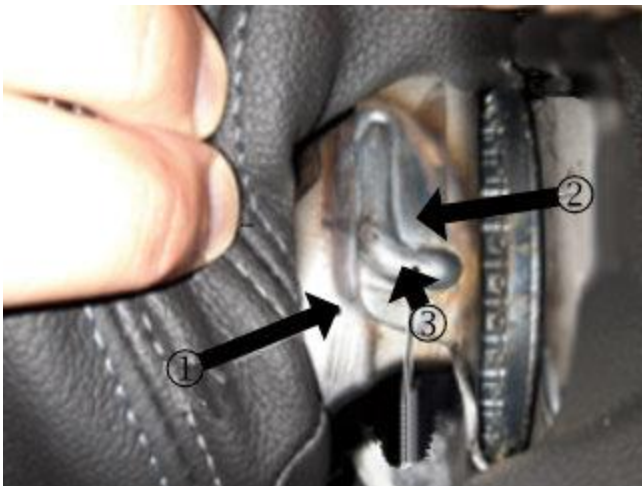


**TIP:** If the outboard edge of the seat cross bar is visible as shown, the seat is correctly assembled.



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- If the lower seat cross bar (1) is on the outside of the seat frame (2) and the weld (3) is connecting the two components, no further action is required.



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- If the lower seat cross bar (1) is on the inside of the seat frame (2) and the weld is (3) is on the surface of the seat frame, the seat frame will require replacement. Service parts are currently NOT available. This bulletin will be updated once service parts are available.

3. Repeat the inspection on the inboard and outboard locations on the passenger side front seat.

### 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

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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/repaired 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. 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.

### 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.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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**