

Frequently Asked Questions (FAQs) for Safety Recall N192278300
Front Seat Crossmember Improperly Welded

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) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2019 and 2020 model year Buick Regal vehicles.

Q2) What is the issue or condition?

A2) The driver or passenger front seat frames may have a lower crossbar that was not welded properly.

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) 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 back frame.

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

A5) 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.

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, please see the attached bulletin for details.

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 <https://my.gm.com/recalls> or via NHTSA's website at <https://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.