



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Driver Airbag Inspection

MODELS: 2012 Buick Verano
2011-2012 Chevrolet Volt
2012 Chevrolet Camaro, Sonic

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 12020A, issued March 2012.

CONDITION

Certain 2012 model year Buick Verano; Chevrolet Camaro, and Sonic vehicles, and 2011-2012 model year Chevrolet Volt vehicles may have a condition in which the driver airbag module retainers may not be fully engaged in the steering wheel due to an interference condition with a felt insulator patch. This condition does not affect the function or operation of the airbag. The airbag will deploy as designed.

CORRECTION

Dealers are to ensure that the driver airbag module retainers are fully engaged in the steering wheel.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

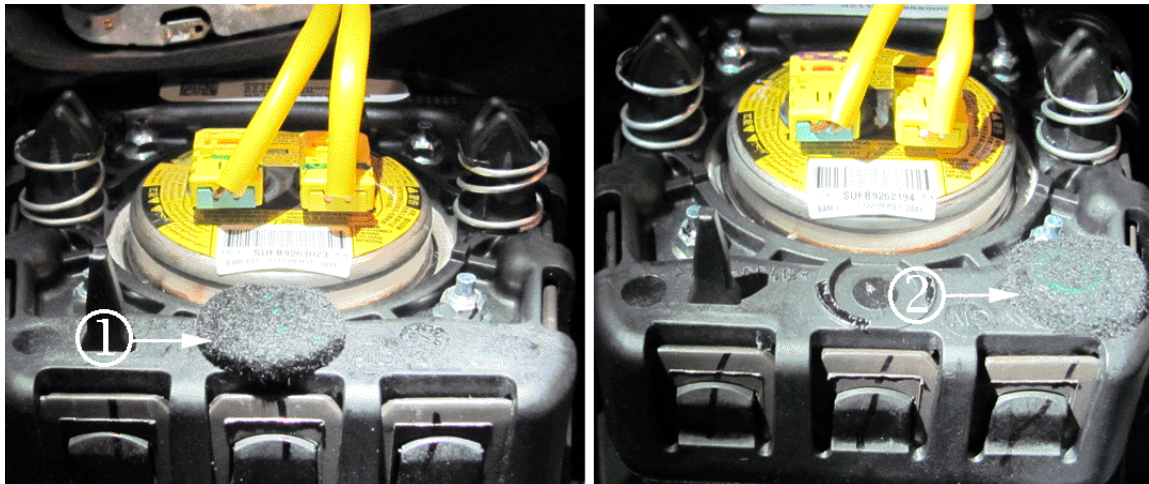
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

No parts are required for this program.

SERVICE PROCEDURE

1. Disable the supplemental inflatable restraint (SIR) system. Refer to *SIR Disabling and Enabling* in SI.
2. Turn steering wheel 180 degrees to access the module release points on top of the column.
3. Insert suitable tools to the openings on both sides of the steering wheel.
4. Release the springs in direction of the arrows.



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Note: Do NOT remove the electrical connectors on the module. Relocating the felt patch can be achieved without removing the electrical connectors on the module. Some airbag modules may not have a felt patch. If the airbag module does not have a felt patch, reassemble the airbag module without the felt patch.

5. Remove the felt patch from the 6 o'clock position (1) and re-install it in the 5 o'clock position (2) as shown in illustration. The felt patch edge should be in line with the edge of the airbag module. The felt patch should not hang over the airbag module edge.
6. Align the steering wheel module fasteners to the steering column fastener holes.

Warning: To avoid personal injury or part damage, ensure the steering wheel module fasteners engage into the steering column. Lightly pull on the sides of the module at the 11 o'clock and 1 o'clock position to ensure the module is engaged into the steering column.

7. Push the steering wheel module firmly into the steering column in order to engage the fasteners. Listen for two clicks to ensure both attachment pins are engaged.

8. Enable the SIR system. Refer to *SIR Disabling and Enabling* in SI.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2547	Inspect Driver Airbag & Reposition Felt Insulator Patch	0.2

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program 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 involved vehicle 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program 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 program enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



April 2012

Dear General Motors Customer:

Your satisfaction with your 2001 or 2012 model year Chevrolet Volt, or 2012 model year Buick Verano; Chevrolet Camaro or Sonic is very important to us. Therefore, we are contacting you with a Customer Satisfaction Program intended to improve your ownership experience.

We have learned that the driver airbag assembly may not be fastened to the steering wheel assembly as intended. *The airbag does function correctly.* However, to prevent possible squeaks and rattles, we want to ensure that the fasteners are attached as designed. As such, we are asking you to bring your vehicle in for servicing.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to fix this condition.

What We Will Do: Your GM dealer will ensure that the driver airbag module retainers are properly fastened. This service will be performed for you at **no charge**.

What You Should Do: We recommend that you contact your GM dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

We sincerely regret any inconvenience or concern this situation may cause. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you with many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services