



# Program Bulletin



## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Driver Airbag Inspection

**MODELS:** 2012 Buick Verano  
2012 Chevrolet Camaro, Sonic, Volt

### CONDITION

**Certain** 2012 model year Buick Verano; Chevrolet Camaro, Sonic, and 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.

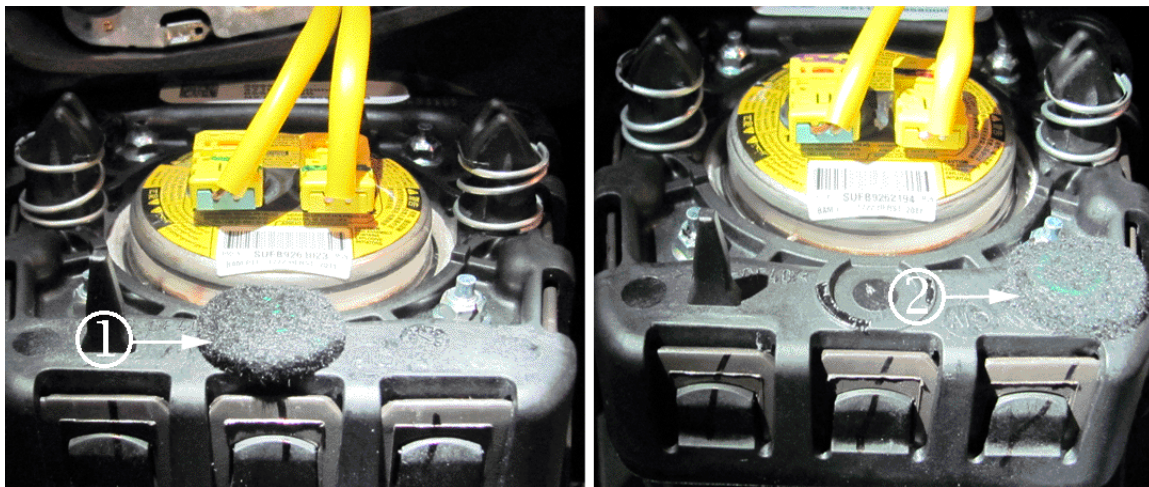
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you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



**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.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
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.

**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.

**DEALER PROGRAM RESPONSIBILITY**

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired 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. 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.