



Internal notification for: G_0000155777 Upcoming Safety Recall 12261 - Intermittent Airbag Warning Light Illuminated - Replace Steering Wheel Airbag Coil - Update
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2 attachments



12261 letter.pdf GM Style Sheet.css

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Date: 01/11/2013

Ref. number: Service / Field Action / G_0000155777

Subject: Upcoming Safety Recall 12261 - Intermittent Airbag Warning Light Illuminated - Replace Steering Wheel Airbag Coil - Update

**GM CUSTOMER CARE AND AFTERSALES
DCS2876
URGENT - DISTRIBUTE IMMEDIATELY**

Date: January 11, 2013

Subject: Upcoming Safety Recall 12261 - Update
Intermittent Airbag Warning Light Illuminated - Replace Steering Wheel Airbag Coil

Models: 2012 Buick Verano and Chevrolet Cruze and Sonic

To: All Buick and Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, New Vehicle Sales Manager, Used Vehicle Sales Manager, and Warranty Administrator

On October 30, 2012, all Buick and Chevrolet dealers were advised via GM GlobalConnect of upcoming safety recall 12261. This product field action involved certain 2012 Buick Verano and Chevrolet Cruze and Sonic vehicles.

Some of these vehicles have a condition in which the shorting bar inside of the dual stage driver's airbag may occasionally contact the primary stage airbag terminals. If contact occurs, the airbag warning light will illuminate. In the event of a crash, if the bar and terminals are contacting each other, the primary stage airbag will not deploy, resulting in increased risk of personal injury.

The customer letter mailing for the involved customers will begin today to inform them of this safety recall even though the parts needed to repair these vehicles are currently not available. A copy of the letter is included in this message. The letter informs these customers of the defect and that we will correct it at no charge.

The letter also advises the customer to contact dealers to schedule an appointment on or after February 11, 2013, which is when we expect to have sufficient parts to begin repairs.

The Investigate Vehicle History screen in the Global Warranty Management system will not be updated until