

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5321  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 12, 2020

Subject: N192216430 - Special Coverage  
Airbag Light On Due to PPS Sensor Disconnect

Models: 2014-2017 Chevrolet Impala  
Equipped with Front Heated Seats (RPO KA1)

To: All General Motors Dealers

General Motors is releasing Special Coverage N192216430 today. The total number of U.S. vehicles involved is approximately 154,000. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on February 24, 2020.

**Global Warranty Management (GWM)**

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated February 13, 2020. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Special Coverage Adjustment

## N192216430 Airbag Light On Due to PPS Sensor Disconnect



Release Date: February 2020

Revision: 00

**Attention:** This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Impala	2014	2017	KA1	Front Heated Seats

Involved vehicles are identified on the Applicable Warranties section 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>	Some 2014-2017 model year Chevrolet Impala vehicles may have a condition where the electrical wires leading to the passenger presence sensing mat in the passenger's front seat, may become disconnected over time, as a result of repeated seat usage. If this condition occurs, regardless of whether the front passenger seat is occupied, multiple airbag warnings will be provided. A Service Airbag message will be provided in the Driver Information Center (DIC), the airbag warning light will be illuminated, and the front passenger airbag will indicate that it is OFF. When this condition occurs, the front passenger airbag may be suppressed and fail to deploy when commanded.
<b>Special Coverage Adjustment</b>	<p>This special coverage covers the condition described above for a period of 8 years or 80,000 miles (128,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after February 12, 2020, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to February 12, 2020, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
<b>Correction</b>	Dealers are to replace the PPS sensor. The repairs will be made at no charge to the customer.

### Parts

Quantity	Part Name	Part No.
1	SENSOR, AIRBAG FRT PASS PRESENCE	84433057
1	SENSOR, AIRBAG FRT PASS PRESENCE	84433058
1	SENSOR, AIRBAG FRT PASS PRESENCE	84453407
1	SENSOR, AIRBAG FRT PASS PRESENCE	84453408
1	SENSOR, AIRBAG FRT PASS PRESENCE	84804532
1	SENSOR, AIRBAG FRT PASS PRESENCE	84804531
1	SENSOR, AIRBAG FRT PASS PRESENCE	84804530
1	SENSOR, AIRBAG FRT PASS PRESENCE	84804529

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which front airbag passenger presence sensor to order.

It is estimated that there are only 5% involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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#### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900678	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900679	Replace the airbag front passenger presence sensor, Includes Diagnostic time	1.3	ZREG	N/A
9900680	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900681	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

\* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

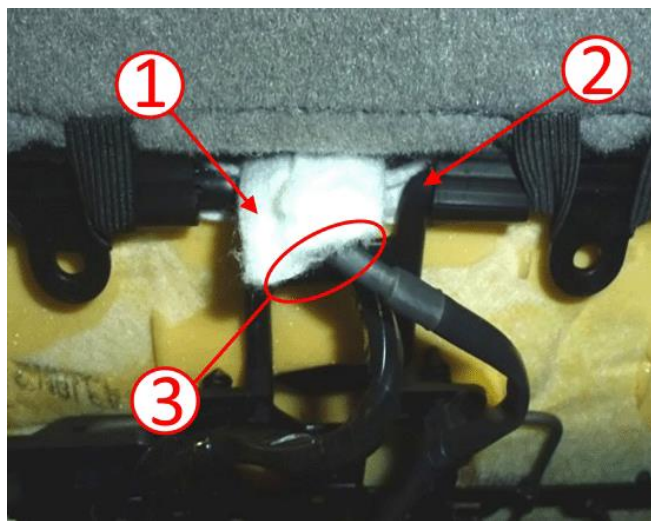
\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

#### Service Procedure

1. Check for DTC B0074 and/or B101D.
  - If either of the identified trouble codes are found, replace the PPS sensor. Proceed to step 2.
  - If the identified trouble codes are not found, inform the customer this campaign does not cover the repairs to their vehicle.
2. Remove the passenger side seat. Refer to *Driver or Passenger Seat Removal and Installation* in SI.

**IMPORTANT:** If the vehicle VIN begins with a 1, the vehicle was built in the US. These vehicles require a modification to the seat cover retention band. See the Modification for US Built Vehicles after step #9.

3. Disconnect the electrical connectors, remove the seat cushion, and de-trim the cushion. Refer to *Front Seat Cushion Cover and Pad Replacement* in SI.

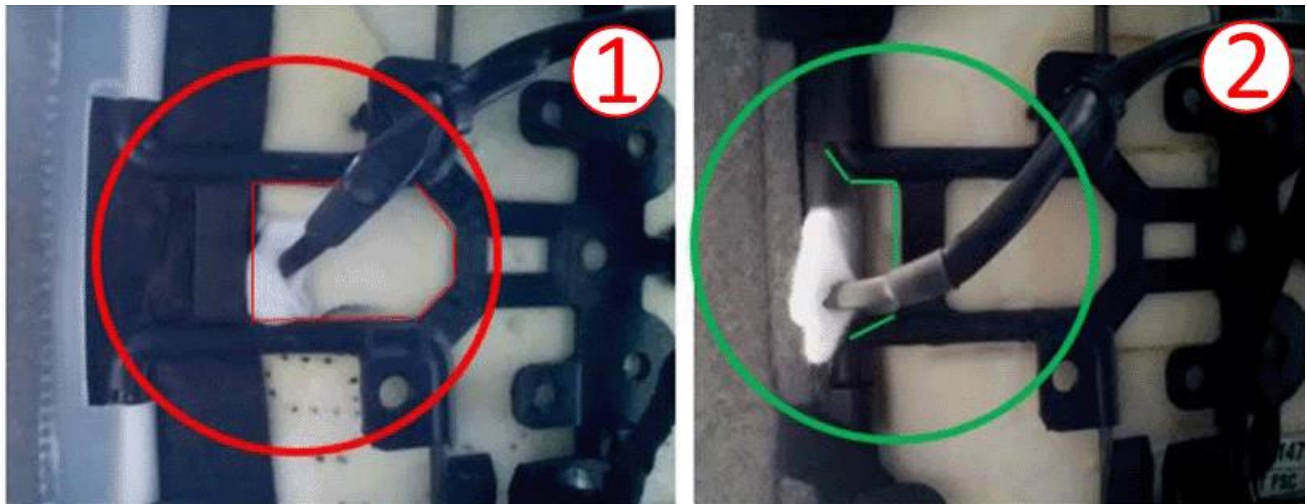


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4. Using care, insert the PPS sensor mat pigtail (3) back through the foam opening making sure not to bend the sensor. Do not open the felt (1) covering the connectors.
5. Install the cushion onto the seat frame. Refer to *Front Seat Cushion Cover and Pad Replacement* in SI.
  - The sensor tail must be routed through the rear suspension opening below the seat frame (2) hanging freely.
  - Validate the wiring harness (3) has proper movement.

## Special Coverage Adjustment

### N192216430 Airbag Light On Due to PPS Sensor Disconnect



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**Note:** The graphic above depicts the incorrect pigtail harness route (1) and the correct pigtail harness route after repair (2).

6. Reconnect all electrical connectors and install the trim cover. Refer to *Front Seat Cushion Cover and Pad Replacement* in SI.
7. Install the passenger side seat. Refer to *Driver or Passenger Seat Removal and Installation* in SI.
8. Check the PPS Module for any DTCs in history status and clear DTC.
9. Perform the Passenger Presence System Preload Test (PPS Setup). Refer to *Passenger Presence System Preload Test (PPS Setup)* in SI.

#### Modification for US Built Vehicles



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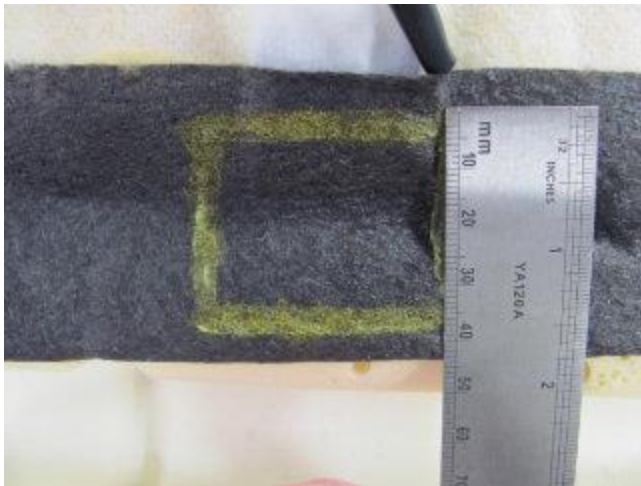
1. Before separating the seat cover from the foam pad, locate the fabric seat cover retention band.

## Special Coverage Adjustment

### N192216430 Airbag Light On Due to PPS Sensor Disconnect



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2. Using a paint pen, mark a 40mm (1.5in.) by 40mm(1.5in.) area on the retention band at the area where the wiring harness passes through the foam cushion.



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3. Cut along the marked lines, create a "window" in the seat cover retention band.
4. When installing the seat cover onto the new cushion, ensure the harness passes through the "window".



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### N192216430 Airbag Light On Due to PPS Sensor Disconnect



#### **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**

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

#### **Customer Reimbursement**

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by February 28, 2021. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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**

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February 2020

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

As the owner of a 2014-2017 model year Chevrolet Impala, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2014-2017 model year Chevrolet Impala vehicles may have a condition where the electrical wires leading to the passenger presence sensing mat in the passenger's front seat, may become disconnected over time, as a result of repeated seat usage. If this condition occurs, regardless of whether the front passenger seat is occupied, multiple airbag warnings will be provided. A Service Airbag message will be provided in the Driver Information Center (DIC), the airbag warning light will be illuminated, and the front passenger airbag will indicate that it is OFF. When this condition occurs, the front passenger airbag may be suppressed and fail to deploy when commanded.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2014-2017 model year Chevrolet Impala within 8 years of the date your vehicle was originally placed in service or 80,000 miles (128,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by February 28, 2021, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). ***Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.***

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

Enclosure  
N192216430