



Recall Bulletin

F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Passenger Occupant Detection Sensing
MODELS: 2014-2015 Chevrolet Impala
Equipped with Vented-Heated Seats (RPO KU3)

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 15400.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that certain 2014-2015 model year Chevrolet Impala vehicles equipped with vented-heated seats (RPO KU3) may fail to conform to Federal/Canada Motor Vehicle Safety Standard 208 S.19.2, "Occupant Crash Protection." The Automatic Occupant Sensing (AOS) system in these vehicles may contain a calibration-learning error that will cause the AOS system to fail to suppress the front passenger airbag when an infant seat is placed in the front passenger seat.

The front-passenger airbag status light will indicate that the airbag is "on" when the passenger seat is not occupied or is occupied by an infant. Additionally, the front-passenger seat's safety-belt warning light and chime may turn on when the passenger seat is not occupied and the seatbelt is not buckled.

If the vehicle is involved in a crash that causes the front-passenger airbag to deploy and an infant is in the front-passenger seat, the airbag deployment may injure the child.

CORRECTION

Dealers will correct the calibration-learning error by preconditioning the empty seat and resetting the seat zero-value in the electronic control unit (ECU).

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 U.S. 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 recall 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 recall.

PART INFORMATION

No parts are required.

SERVICE PROCEDURE

Note: Carefully read and follow the instructions below.

- Before the passenger presence system can be re-zeroed the front passenger seat must be completely empty of all items. The presence of any liquid or items on the front passenger seat will affect the calibration and operation of the passenger presence system.
 - DTC B0081 will set if the re-zero system test is performed with:
 - An aftermarket seat heater located too close to the sensor mat
 - A scan tool, laptop, cell phone, or other electronic device is in the seat
 - The seat is damp or wet
 - An object or person is in the seat
1. Empty the front outboard passenger seat.
 2. Install exhaust fan equipment onto the vehicle's tailpipe.
 3. Start the vehicle.
 4. Set the Heating, Ventilation, and Air Conditioning (HVAC) system to the coldest Air Conditioning setting, recirculation setting on, and the blower fan on high.
 5. Turn on the passenger heated seat.
 6. Close all of the windows and doors.
 7. After 5 minutes, turn the ignition OFF for 30 seconds.
 8. Verify the seat is completely dry and is free of an object, person, scan tool, laptop, cell phone, or other electronic device.
 9. Turn ON the ignition, with the engine OFF.
 10. Verify the passenger heated seat is off.
 11. Install a scan tool.

12. Verify that the temperature is between 0 to 38 degrees C (32 to 100 degrees F) before running a re-zero procedure.
13. In GDS 2, select Module Diagnostics>Passenger Presence Module>Configuration/Reset Functions>Passenger Presence Sensor Learn.
14. Evaluate the vehicle test results.
 - If the vehicle fails the test, confirm that the seat is empty and completely dry. Perform the Passenger Presence Sensor Learn test again. If the test fails again, verify DTC B0081 is not set as current. If the DTC is set refer to *Diagnostic Trouble Code (DTC) List – Vehicle* in SI. Refer to the appropriate diagnostic information in SI.
 - If the vehicle passes the test, cycle the ignition OFF and proceed to step 15.
15. Turn ON the ignition, with the engine OFF.
16. Ensure the passenger airbag indicator displays OFF. Sit in the front outboard passenger seat and verify the passenger air bag indicator changes to ON.
17. Disconnect the scan tool.
18. Disconnect the exhaust fan equipment from the vehicle.

COURTESY TRANSPORTATION – For U.S. 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. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101648	Passenger Presence Sensor Learn	0.4*

* Labor time includes vehicle preparation steps and sensor learn procedure.

CUSTOMER NOTIFICATION – For U.S. and Canada

General Motors will notify customers of this recall 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 U.S. National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using a copy of the letter.

DEALER RECALL RESPONSIBILITY – For U.S. and Export (U.S. States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The U.S. National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the U.S. National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall 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 dealer 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. Recall 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 recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.





IMPORTANT SAFETY RECALL

August 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2014-2015 model year Chevrolet Impala vehicles equipped with front vented-heated passenger seats fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 208 S.19.2, "Occupant Crash Protection." As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM noncompliance recall 15400.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The automatic-occupant sensing (AOS) system in these vehicles may contain a calibration-learning error that will cause the AOS system to fail to suppress the front passenger airbag when an infant seat is placed in the front-passenger seat. If this condition is present in your vehicle, the front-passenger airbag status light will indicate that the airbag is "on" when the passenger seat is not occupied or is occupied by an infant. Additionally, the front-passenger seat's safety-belt warning light and chime may turn on when the passenger seat is not occupied and the seatbelt is not buckled. If the vehicle is involved in a crash that causes the front-passenger airbag to deploy and an infant or small child is in the front-passenger seat, the airbag deployment may injure the child.

What will we do?

Your Chevrolet dealer will correct the calibration-learning error by preconditioning the empty seat and resetting the seat zero-value in the electronic control unit (ECU). This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 25 minutes.

What should you do?

You should contact your Chevrolet dealer to arrange a service appointment as soon as possible.

Do you have questions?

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

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V465.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #15400