

August 02, 2013

Scott Yon, Chief
Vehicle Integrity Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE, Room W48-314
Washington, DC 20590

N120261

NVS-212llh
RQ13002

Dear Mr. Yon:

This letter is General Motors' (GM) partial response to your Recall Query (RQ13-002), dated June 13, 2013, to investigate the scope of two General Motors recalls relating to a driver air bag connector (shorting bar) defect in some model year (MY) 2012 Chevrolet Camaro, Cruze and Sonic, and Buick Verano vehicles. The 573 letter for NHTSA 12V522 was sent by GM on October 30, 2012 and the 573 letter for 13V023 was sent by GM on January 22, 2013.

As agreed upon in your email on July 26, this letter includes a response to questions 1 (a-g), 2, 3, 4, 5, 6, 7, 9, 12, and 13. Also as agreed, the response to the remainder of the questions will be provided no later than August 16, 2013.

Your questions and our corresponding replies are as follows:

1. **State, by make, model and model year, the number of the subject vehicles that GM has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by GM, state the following:**
 - a. **Vehicle identification number (VIN);**
 - b. **Make;**
 - c. **Model;**
 - d. **Date of manufacture;**
 - e. **Date warranty coverage commenced;**
 - f. **The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease);**
 - g. **Whether or not the vehicle was included in either of the two subject recalls;**
 - h. **Vehicle's driver inflator serial number;**
 - i. **Vehicle's driver inflator manufacture date; and**
 - j. **Production line number/designation that the driver inflator was built on.**

Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA."



General Motors is providing the number of subject vehicles produced for sale or lease in the United States by make and model in Table 1-1 below:

MAKE	2012 MODEL	TOTAL
CHEVROLET	CAMARO	80,685
	CRUZE	270,583
	SONIC	83,969
BUICK	VERANO	32,639
TOTAL		467,876

TABLE 1-1: SUBJECT VEHICLE PRODUCTION

The production information requested in 1a – 1g is provided on the ATT_1_GM disk; folder labeled "Q_01." Refer to the Microsoft Access 2010 file labeled: "Q_01a-g_PRODUCTION DATA."

2. State the number of each of the following, received by GM, or of which GM is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - d. Property damage claims;
 - e. Third-party arbitration proceedings where GM is or was a party to the arbitration; and
 - f. Lawsuits, both pending and closed, in which GM is or was a defendant or codefendant.

For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and GM's assessment of the problem, with a summary of the significant underlying facts and evidence.

For items “e” and “f,” identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Table 2-1 below summarizes reports that may relate to the alleged defect in the subject vehicles. GM has organized the reports by the GM file number within each attachment. Refer to the access database “Q_03_REQUEST NUMBER TWO DATA” for categories prescribed by the NHTSA.

The reports below relate to “airbag light on” due to the shorting bar issue, or due to unknown causes. This does not include owner reports or field reports related to “airbag light on” when the cause was known and was unrelated to the alleged defect.

GM conducted a search for NHTSA reports (VOQ’s) and did not identify any which may relate to the alleged defect.

TYPE OF REPORT	GM REPORTS	SUBCATEGORIES		
		NUMBER WITH PROPERTY DAMAGE	NUMBER WITH CRASH	NUMBER WITH INJURIES/FATALITIES*
Owner Reports	47	0	0	0/0
Field Reports	185	0	0	0/0
Not-In-Suit Claims	0	0	0	0/0
Subrogation Claims	0	0	0	0/0
Third Party Arbitration Proceedings	0	0	0	0/0
Product Liability Lawsuits	0	0	0	0/0
Total Reports (Including Duplicates)	232	0	0	0/0
Total Vehicles with Reports (Unique VIN)	221	0	0	0/0

TABLE 2-1: ALLEGATIONS OF AIRBAG WARNING LIGHT DUE TO A SHORTING BAR DEFECT OR UNKNOWN CAUSE

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. GM’s file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle’s VIN;
 - e. Vehicle’s make, model and model year;
 - f. Vehicle’s mileage at time of incident;

- g. Incident date;**
- h. Report or claim date;**
- i. Whether a crash is alleged;**
- j. Whether property damage is alleged;**
- k. Number of alleged injuries, if any; and**
- l. Number of alleged fatalities, if any.**

Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

The requested information is provided on the ATT_1_GM disk; folder labeled "Q_03." Refer to the Microsoft Access 2010 file labeled "Q_03_REQUEST NUMBER TWO DATA." GM has included the information requested above where it was available. Not all reports indicated information pertaining to parts 3a – 3l above.

- 4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method GM used for organizing the documents.**

Copies of the reports summarized in Table 2-1 are embedded in the file provided in ATT_1_GM disk; folder labeled "Q_03." Refer to the Microsoft Access file labeled "Q_03_REQUEST NUMBER TWO DATA." GM has organized the reports by the GM file number within each attachment.

- 5. State, by model, a total count for all of the following categories of claims, collectively, that have been paid by GM to date that relate to, or may relate to, the alleged defect in the subject vehicles including all claims for repairs of the subject components: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin (TSB) or customer satisfaction campaign. Also, state, by model, a total count for all claims that relate to repairs related to any TSBs involving the subject components. Exclude in your response claims related to the subject recalls.**

Separately, for each such claim, state the following information:

- a. GM's claim number;**
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;**

- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Diagnostic trouble code;
- j. Whether or not the repair is related to a TSB (and if so, identify the TSB number);
- k. Replacement part number(s) and description(s);
- l. Concern stated by customer; and
- m. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA."

For the subject vehicles, the Global Analysis and Reporting Tool (GART – regular warranty), and the Motors Insurance Corporation (MIC - extended service contract) claims which may relate to the alleged defect in the subject vehicles are summarized in Table 5-1. There were no Universal Warranty Corporation (UWC – extended service contract) claims which may relate to the alleged defect. A summary of the warranty claims, including the issues and the information requested in 5a – 5m, is provided on the ATT_1_GM disk; folder labeled "Q_05". Refer to the Microsoft Access 2010 file labeled "Q_05_WARRANTY DATA."

MAKE	2012 MODEL	NUMBER OF CLAIMS			
		REGULAR	MIC	UWC	TOTAL
CHEVROLET	CAMARO	287	0	0	287
	CRUZE	1,422	1	0	1,423
	SONIC	482	0	0	482
BUICK	VERANO	289	0	0	289
TOTAL		2,480	1	0	2,481

TABLE 5-1: REGULAR WARRANTY CLAIMS, MIC EXTENDED SERVICE CONTRACT CLAIMS, AND UWC EXTENDED SERVICE CONTRACT CLAIMS

The sources of the requested information and the last date the searches were conducted are tabulated in Table 5-2 below.

SOURCE SYSTEM	LAST DATE GATHERED
GART - Regular Warranty	6/18/2013
Motors Insurance Corporation (MIC) - Service Contract Claims	6/17/2013
Universal Warranty Corporation (UWC) - Service Contract Claims	6/17/2013

TABLE 5-2: DATA SOURCES

6. Describe in detail the search criteria used by GM to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide lists of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by model, the terms of the new vehicle warranty coverage offered by GM on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that GM offered for the subject vehicles, and state by model, the number of vehicles that are covered under each such extended warranty.

GM searched the GART database for data for this response. GM requested MIC and UWC to search their databases of extended service contract warranty data for this response.

GM searched for the labor codes and causal part numbers shown in Table 6-1. MIC also used the labor codes in Table 6-1 for their database search. UWC does not use labor or trouble codes, but uses key words to search their data.

The warranty claims found in this search were included in Table 5-1 if (1) the customer indicated the airbag warning light was on, and the dealer indicated a shorting bar or unknown issue, or (2) diagnostic code B0012 or B0013 was indicated with a symptom code 0E or unspecified symptom code. It should be noted that B0012 and B0013 are diagnostic codes which could be set for twelve different reasons, only two of which would be caused by a shorting bar issue. When the symptom code is not specified, it is not possible to know the root cause for the warning light illumination. Therefore, it is very likely that some of the warranty included here was due to issues other than the shorting bar.

Labor Codes:	Labor Code Description
C8800	Steering Wheel Airbag Coil Replacement
C8835	Airbag Steering Wheel Module Replacement
6450010 (replaced C8800)	Steering Wheel Airbag Coil Replacement
Inflator Module Part Numbers:	Inflator Module Description
22887909	MY2012 Camaro Jet Black Dual
22943125	MY2012 Camaro Jet Black Dual rattle change
20986955	MY2012 Verano Jet Black
20986956	MY2012 Verano Cocoa
95181997	MY2012 T300 Jet Black
95214734	MY2012 Cruze Jet Black
95214735	MY2012 Cruze Cocoa
95461940	My2012 Sonic Jet Black (North America)

TABLE 6-1: LABOR CODES AND PART NUMBERS USED IN WARRANTY SEARCH

The subject vehicles are covered by a bumper-to-bumper new vehicle warranty for three years or 36,000 miles, whichever occurs first. Many different extended warranty options are available through GM dealerships. They are offered at different prices and for varying lengths of time, based on customers' preference, up to 7 years from the date of purchase or up to a total of 100,000 vehicle miles.

Based on information provided by MIC and UWC, the number of extended service contracts on the subject vehicles that have been sold by MIC and UWC as of June 17, 2013, regardless of status (in-force, expired, or cancelled), is contained in Table 6-2.

MODEL YEAR	MAKE	MODEL	MIC	UWC
2012	CHEVROLET	CAMARO	13,182	352
		CRUZE	36,211	1,125
		SONIC	12,987	352
	BUICK	VERANO	6,279	132
			68,659	1,961

TABLE 6-2: SUBJECT VEHICLES: MIC AND UWC EXTENDED SERVICE CONTRACTS SOLD
 (REGARDLESS OF STATUS: IN-FORCE, EXPIRED OR CANCELLED)

7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that GM has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that GM is planning to issue within the next 120 days.

Summarize and provide a brief chronology of all actions taken by GM leading to each of the technical service bulletins that have been issued relating to the alleged defect in the subject vehicles. Provide copies of all documents, organized in chronological order, related to the development of these bulletins.

Attachment 1, folder labeled "Q_07", contains service bulletins and recall bulletins relating to the alleged defect. There were other bulletins for other airbag issues in the subject vehicles, which were not related to the shorting bar issue, and are not included on Attachment 1.

In July 2012, GM Engineering issued product information document PIC5702 to assist dealers in repairing a vehicle with "airbag light on" and a code of B0012 0E or B0013 0E. In August 2012, GM issued a revision, PIC5702A, which indicated that

dealers should use labor code C8835 for these claims.

In February 2013, PIC5702A was replaced with recall bulletin 12261 (12V522), and was no longer available. Bulletin 12261 was replaced with 12261A, which contained a change to the Cruze part numbers in the Part Information section of the bulletin.

Based on information obtained on June 25, 2013, GM is not planning to issue any Technical Service Bulletins within the next 120 days.

- 9. Describe all modifications or changes made by or on behalf of GM (e.g., by a supplier) in the design, material composition, manufacture, quality control, supply, or installation of the subject components, from the start of production to the end of production of the subject vehicles, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:**
- a. The date, or approximate date, on which the modification or change was incorporated into vehicle production;**
 - b. A detailed description of the modification or change;**
 - c. The reason(s) for the modification or change;**
 - d. The part number(s) (engineering and service) of the original component;**
 - e. The part number(s) (engineering and service) of the modified component;**
 - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;**
 - g. When the modified component was made available as a service component; and**
 - h. Whether the modified component can be interchanged with earlier production components.**

Also, provide the above information for any modification or change that GM is aware of which may be incorporated into vehicle production within the next 120 days.

There were no changes made to the connector assembly during the 2012 model year for the subject vehicles.

At the beginning of the 2013 model year, the supplier of the clock spring for each of the subject vehicle models was changed. These changes are documented in Attachment 1; folder labeled Q_9. The change to the new supplier for the four subject vehicles was made as follows: Camaro was changed in June 2012, Sonic was changed in July 2012, and the Cruze and Verano vehicles were changed in August 2012.

12. Separately, describe and discuss in detail how GM determined the scope, and the basis for that determination, for each of the subject recalls, including any failure rate/frequency, production period, or trend related data that GM considered or evaluated.

In October 2012, the NHTSA requested that GM investigate vehicles affected by a product information document PIC5702, which was issued to GM dealers in July 2012. PIC5702 was written to advise dealers of the recommended repair procedure for vehicles with a damaged shorting bar. This condition had been found through warranty claims for some vehicles built in April, May and June 2012, mainly in the connector for the first-stage inflator. In some inflators, the shorting bar was not being fully retracted during the installation of the shorting bar clip into the airbag inflator by the supplier.

GM was able to analyze the warranty rate by inflator build date because the inflator barcode is scanned at the vehicle assembly plant as the inflator is installed in the vehicle. GM then cross-referenced this vehicle assembly data (inflator number by VIN) with Takata's manufacturing data (inflator number by inflator build date) to analyze the vehicle warranty claims by inflator build date.

For safety recall 12V522, GM took the following steps to identify the recall population:

1. Identified the build date of the inflators used in all vehicles built from April 1 to June 20, 2012.
2. Calculated the rate of shorting bar failures for each inflator build day.
3. Identified 10 specific inflator build days with elevated warranty claims. See Att_1, folder Q_12.
4. Isolated the VINs of all vehicles that received inflators built on these 10 days.
5. Included any vehicles from (4) above that were still on dealers' lots, or had been in a customer's ownership for 30 days or less (excluding those that had already been repaired).

After bulletin PIC5702 was issued, the NHTSA requested that GM investigate all other vehicles containing these types of airbag shorting bars. This investigation determined that the secondary stage shorting bar, rather than the primary stage shorting bar, was affected in some vehicles built in December 2011 and January 2012.

For safety recall 13V023, GM took the following steps to identify the recall population:

1. Identified the build date of the inflators used in all vehicles built from December 1, 2011 through February 1, 2012.
2. Calculated the rate of shorting bar failures for each inflator build day.

3. Identified 2 specific inflator build days with elevated warranty claims. See Att_1, folder Q_12.
4. Isolated the VINs of all vehicles that received inflators built on these 2 days.
5. Included all vehicles from (4) above (excluding those that had already been repaired).

13.State, by model, a total count for all repairs associated with the subject recalls.

Separately, for each repair, state the following information:

- a. GM's identification number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Diagnostic trouble code, if any;
- j. Replacement part number(s) and description(s);
- k. Concern stated by customer, if any; and
- l. Comment, if any, by dealer/technician relating to repair.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "RECALL DATA."

The number of recall claims by vehicle model is summarized in Table 13-1. The information requested in 13a - 13l, where available, is provided on the ATT_1_GM disk; folder labeled "Q_13". Refer to the Microsoft Access 2010 file labeled "RECALL DATA."

MAKE	2012 MODEL	TOTAL
CHEVROLET	CAMARO	237
	CRUZE	2,426
	SONIC	1,116
BUICK	VERANO	471
TOTAL		4,250

TABLE 13-1: RECALL REPAIRS FOR 12V522 AND 13V023 AS OF JULY 30, 2013

* * *

GM claims that certain information, in documents that are part of lawsuit and claims files maintained by the GM Legal Staff, is attorney work product and/or privileged. That information includes notes, memos, reports, photographs, and evaluations by attorneys (and by consultants, claims analysts, investigators, and engineers working at the request of attorneys). GM is producing responsive documents from claims files that are neither attorney work product nor privileged, and withholding those that are attorney work product and/or privileged.

This response is based on searches of GM locations where documents determined to be responsive to your request would ordinarily be found. As a result, the scope of this search did not include, nor could it reasonably include, "all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of their divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of GM (including all business units and persons previously referred to), who are or, in or after 2007, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g., quality control);
- b. Testing, assessment or evaluation;
- c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers."

This response was compiled and prepared by this office upon review of the documents produced by various GM locations, and does not include documents generated or received at those GM locations subsequent to their searches.

Please contact me if you require further information about this response or the nature or scope of our searches.

Sincerely,



M. Carmen Benavides, Director
Product Investigations and Safety Regulations

Attachments

RQ13-002

GM

8/2/2013

ATTACHMENT 1

Q7

PIC5702A

Subject: Air Bag Light/SIR Light On B0012 or B0013 With Symptom Byte 0E

Models: 2012 Chevrolet Cruze
2012 Buick Verano
(Built Before June 21, 2012)

This PI was superseded to include labor op. Please discard PIC5702.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Concern:

A customer may notice that the Air Bag/SIR light is on. After further investigation you may notice trouble codes B0012 and or B0013 symptom byte 0E stored in the Inflatable Restraint Sensing and Diagnostic Module (SDM)

Cause:

This condition may be caused by a damaged shorting bar in the steering wheel inflatable restraint module (steering wheel air bag).

Important:

1. This condition can be and often is intermittent.
2. Reports have shown that replacing the X85 Steering Wheel Air Bag Coil due to the intermittent nature of the concern will not resolve the issue.
3. Wiggling the connectors at the F107 Steering Wheel Inflator Module may or may not cause the DTC's to set.

Recommendation/Instructions:

Correction:

Follow normal diagnosis in eSI for these DTCs. If normal diagnosis does not identify the cause of the concern, replace steering wheel inflatable restraint module (steering wheel air bag).

Note:

This condition only applies to the 0E symptom byte for B0012 or B0013 and vehicles built before June 21, 2012

Warranty Information:

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
C8835	Steering Wheel Inflatable Restraint Module Replacement	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

RQ13-002

GM

8/2/2013

ATTACHMENT 1

Q7

PIC5702

Subject: Air Bag Light/SIR Light On B0012 Or B0013 With Symptom Byte 0E

**Models: 2012 Chevrolet Cruze
2012 Buick Verano
(Built Before June 21, 2012)**

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Concern:

A customer may notice that the Air Bag/SIR light is on. After further investigation you may notice trouble codes B0012 and or B0013 symptom byte 0E stored in the Inflatable Restraint Sensing and Diagnostic Module (SDM).

Cause:

This condition may be caused by a damaged shorting bar in the steering wheel inflatable restraint module (steering wheel air bag).

Important:

1. This condition can be and often is intermittent.
2. Reports have shown that replacing the X85 Steering Wheel Air Bag Coil due to the intermittent nature of the concern will not resolve the issue.
3. Wiggling the connectors at the F107 Steering Wheel Inflator Module may or may not cause the DTC's to set.

Recommendation/Instructions:

Correction:

Follow normal diagnosis in eSI for these DTCs. If normal diagnosis does not identify the cause of the concern, replace steering wheel inflatable restraint module (steering wheel air bag).

Note: This condition only applies to the 0E symptom byte for B0012 or B0013 and vehicles built before June 21, 2012.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

RQ13-002

GM

8/2/2013

ATTACHMENT 1

Q7

TSB-12V522_12261



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Intermittent Airbag Warning Light Illuminated – Replace Steering Wheel Airbag Coil

MODELS: 2012 Buick Verano
2012 Chevrolet Camaro, Cruze, Sonic

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2012 model year Buick Verano and Chevrolet Camaro, 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.

CORRECTION

Dealers are to replace the steering wheel airbag coil, which will eliminate contact between the shorting bar and airbag terminals.

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. 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

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
22914038	COIL, STRG WHL AIRBAG (6 CIRCUIT) (Cruze w/o steering wheel controls)	1
22914039	COIL, STRG WHL AIRBAG (12 CIRCUIT) (Cruze w/steering wheel controls)	1
22902363	COIL, STRG WHL AIRBAG (6 CIRCUIT) (Sonic w/o steering wheel controls)	1
22899138	COIL, STRG WHL AIRBAG (14 CIRCUIT) (Sonic & Verano w/steering wheel controls)	1
22899778	COIL, STRG WHL AIRBAG (Verano w/heated wheel)	1
22942867	COIL,STRG WHL AIRBAG (Camaro)	1

SERVICE PROCEDURE

1. Remove the steering wheel airbag coil. Refer to *Steering Wheel Airbag Coil Replacement* in SI.
2. Install a new steering wheel airbag coil. Refer to *Steering Wheel Airbag Coil Replacement* in SI.

COURTESY TRANSPORTATION

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
V2698	Replace Steering Wheel Airbag Coil - Cruze, Sonic, Verano - Camaro	0.3 0.6

CUSTOMER NOTIFICATION

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

DEALER RECALL RESPONSIBILITY – For US (US 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 US 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 US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' 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 dealership 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.



Dear General Motors Customer:

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2012 model year Buick Verano and Chevrolet Camaro, Cruze and Sonic vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in safety recall 12261.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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.

What will we do?

Your GM dealer will replace the steering wheel airbag coil, which will eliminate contact between the shorting bar and airbag terminals. 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 20 to 40 minutes.

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.

What should you do?

You should contact your GM 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 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	

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 12V522.

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

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #12261

RQ13-002

GM

8/2/2013

ATTACHMENT 1

Q7

TSB-13V023_12261A



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Intermittent Airbag Warning Light Illuminated – Replace Steering Wheel Airbag Coil

MODELS: 2012 Buick Verano
2012 Chevrolet Camaro, Cruze, Sonic

The part numbers for the Chevrolet Cruze have been revised in the Part Information section. Please discard all copies of bulletin 12261.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2012 model year Buick Verano and Chevrolet Camaro, 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.

CORRECTION

Dealers are to replace the steering wheel airbag coil, which will eliminate contact between the shorting bar and airbag terminals.

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. 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

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
22902363	COIL, STRG WHL AIRBAG (6 CIRCUIT) (Cruze w/o steering wheel controls)	1
22899138	COIL, STRG WHL AIRBAG (14 CIRCUIT) (Cruze w/steering wheel controls)	1
22902363	COIL, STRG WHL AIRBAG (6 CIRCUIT) (Sonic w/o steering wheel controls)	1
22899138	COIL, STRG WHL AIRBAG (14 CIRCUIT) (Sonic & Verano w/steering wheel controls)	1
22899778	COIL, STRG WHL AIRBAG (Verano w/heated wheel)	1
22942867	COIL,STRG WHL AIRBAG (Camaro)	1

SERVICE PROCEDURE

1. Remove the steering wheel airbag coil. Refer to *Steering Wheel Airbag Coil Replacement* in SI.
2. Install a new steering wheel airbag coil. Refer to *Steering Wheel Airbag Coil Replacement* in SI.

COURTESY TRANSPORTATION

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
V2698	Replace Steering Wheel Airbag Coil - Cruze, Sonic, Verano - Camaro	0.3 0.6

CUSTOMER NOTIFICATION

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

DEALER RECALL RESPONSIBILITY – For US (US 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 US 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 US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' 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.

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I M P O R T A N T

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

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #12261

RQ13-002

GM

8/2/2013

ATTACHMENT 1

Q 12

Inflator build dates associated
with Safety Recall 12V522 and
13V023

Inflator build dates associated with Safety Recall 12V522:

March 15, 2012

March 30, 2012

May 30, 2012

May 31, 2012

June 1, 2012

June 2, 2012

June 6, 2012

June 7, 2012

June 8, 2012

June 9, 2012

Inflator build dates associated with Safety Recall 13V023:

December 3, 2011

December 7, 2011