

R117-002

GM

6-12-2017

ATTACHMENT Q_07

14291 population
expansion_dealer notice

GM CUSTOMER CARE AND AFTERSALES
DCS3747
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 13, 2015

Subject: Upcoming Safety Recall 14291 - Update
Population Expansion

Models: 2005-2009 Buick LaCrosse
2006-2008 Buick Rainier
2006-2007 Chevrolet Trailblazer
2006-2008 Chevrolet Trailblazer EXT
2006-2007 GMC Envoy
2006-2008 GMC Envoy XL
2007 Pontiac Grand Prix
2006-2008 Saab 9-7X

To: All General Motors Dealers

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

On November 25, 2014, General Motors dealers were advised via GM GlobalConnect of upcoming safety recall 14291. This product field action involved certain 2006-2009 model year Buick LaCrosse and Rainer, Chevrolet Trailblazer and Trailblazer EXT, GMC Envoy and Envoy EXT and Saab 9-7X vehicles.

Approximately 159,584 additional vehicles have now been added to upcoming safety recall 14291. These include the 2005 model year Buick Lacrosse and 2007 model year Pontiac Grand Prix.

The Investigate Vehicle History screen in the Global Warranty Management system will be updated with the additional vehicle population on Friday, August 14, 2015.

If a customer vehicle is brought into the dealer with a condition indicating the HDM module is not functioning, install the current HDM service part to correct the condition. This is not a permanent fix, the customer will need to return the vehicle when the remedy is available. Use the labor chart below for repair labor and reimbursement information.

Labor Code	Description	Labor Time	Net Item
9101194	Install HDM To Correct Low Beam Headlamps Inoperative – Temporary Remedy	0.3	N/A
9101195	Customer Reimbursement Approved	0.2	*
9101196	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

R117-002

GM

6-12-2017

ATTACHMENT Q_07

14291_573 amended 1

Part 573 Safety Recall Report**15V-519****Manufacturer Name :** General Motors LLC**Submission Date :** NOV 05,2015**NHTSA Recall No. :** 15V-519**Manufacturer Recall No. :** 14291**Manufacturer Information :**

Manufacturer Name : General Motors LLC

Address : 30001 VAN DYKE

MAIL CODE 480-210-2V WARREN MI 48090

Company phone : 999

Population :

Number of potentially involved : 429,170

Estimated percentage with defect : 100

Vehicle Information :

Vehicle : 2005-2009 Buick LaCrosse

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain 2005-2009 Buick LaCrosse vehicles

Production Dates : MAY 31, 2004 - JAN 27, 2009

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2007-2007 Pontiac Grand Prix

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain 2007 Pontiac Grand Prix vehicles

Production Dates : APR 12, 2006 - APR 25, 2007

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2006-2007 Buick Rainer

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain 2006-2007 Buick Rainier vehicles

Production Dates : DEC 01, 2005 - MAY 14, 2007

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2006-2007 Chevrolet Trailblazer

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2006-2007 Chevrolet Trailblazer vehicles

Production Dates : JAN 03, 2006 - MAY 31, 2006

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2006-2006 Chevrolet Trailblazer EXT

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2006 Chevrolet Trailblazer EXT vehicles

Production Dates : DEC 01, 2005 - FEB 20, 2006

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2006-2007 GMC Envoy

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2006-2007 GMC Envoy vehicles

Production Dates : JAN 03, 2006 - MAY 31, 2006

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2006-2006 GMC Envoy XL

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2006 GMC Envoy XL vehicles

Production Dates : DEC 01, 2005 - FEB 20, 2006

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2006-2008 Isuzu Ascender

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2006-2008 Isuzu Ascender vehicles

Production Dates : DEC 01, 2005 - SEP 28, 2007

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2006-2008 Saab 9-7x

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2006-2008 Saab 9-7x vehicles

Production Dates : DEC 01, 2005 - SEP 28, 2007

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Description of Defect :

Description of the Defect : General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2005 – 2009 model year Buick LaCrosse vehicles; certain 2006 – 2008 Saab 9-7X and Isuzu Ascender vehicles; certain 2006 – 2007 Buick Rainier, Chevrolet Trailblazer and GMC Envoy vehicles; certain 2007 Pontiac Grand Prix vehicles; and certain 2006 Chevrolet Trailblazer EXT and GMC Envoy XL vehicles. The headlamp driver module (HDM) in certain of these vehicles may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

Description of the Cause : The HDM may not operate properly in the thermal environment of the underhood electrical center.

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : Delphi

Address : 5820 Delphi Drive
Troy MICHIGAN 48098

Country : United States

Chronology :

On June 26, 2015, NHTSA provided GM with VOQ information relating to low-beam headlamp failures in LaCrosse, Grand Prix and Trailblazer vehicles. In July 2015, GM conducted analysis of its TREAD data and post-warranty repair information for 2005-2009 model year LaCrosse and 2006-2008 model year Grand Prix vehicles. On August 5, 2015, SFADA decided to expand the scope of NHTSA recall 14V755 to include the 2005 model year Buick LaCrosse and the 2007 model year Grand Prix. GM will release these vehicles under recall 14291. NHTSA assigned these additional 159,584 vehicles a new recall number, 15V519. The original 269,586 vehicles under 14V755 are consolidated with the additional 159,584 vehicles under 15V519, so that all 429,170 vehicles will be under 15V519.

Description of Remedy :

Description of Remedy Program : Dealers are to replace the headlamp relay (HDM) that resides in the under hood bussed electrical center (UBEC). Until the permanent service repair is available, owners experiencing a condition indicating the headlamp driver module (HDM) is not functioning properly should schedule an appointment with a GM dealer. The dealer will install a new HDM service part, of the current design, to correct the condition. This is not a permanent repair and is an interim remedy. When the revised service part is available, owners will receive a second letter advising them to return the vehicle to the dealer for the permanent correction.

Pursuant to 49 C.F.R. § 577.11, GM will reimburse owners for repairs according to the plan submitted on May 20, 2015.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : Vehicles affected by this recall are no longer in production.

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : AUG 13, 2015 - AUG 13, 2015

Planned Owner Notification Date : SEP 04, 2015 - SEP 04, 2015

* NR - Not Reported

R117-002

GM

6-12-2017

ATTACHMENT Q_07

14291_573 amended 2

Part 573 Safety Recall Report

15V-519

Manufacturer Name : General Motors LLC**Submission Date :** MAY 16, 2016**NHTSA Recall No. :** 15V-519**Manufacturer Recall No. :** 14291**Manufacturer Information :**

Manufacturer Name : General Motors LLC

Address : 30001 VAN DYKE
MAIL CODE 480-210-2V WARREN MI
48090

Company phone : 5961733

Population :

Number of potentially involved : 429,170

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2005-2009 Buick LaCrosse

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain 2005-2009 Buick LaCrosse vehicles

Production Dates : MAY 31, 2004 - JAN 27, 2009

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 2 : 2007-2007 Pontiac Grand Prix

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain 2007 Pontiac Grand Prix vehicles

Production Dates : APR 12, 2006 - APR 25, 2007

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 3 : 2006-2007 Buick Rainier

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain 2006-2007 Buick Rainier vehicles

Production Dates : DEC 01, 2005 - MAY 14, 2007

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 4 : 2006-2007 Chevrolet Trailblazer

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2006-2007 Chevrolet Trailblazer vehicles

Production Dates : JAN 03, 2006 - MAY 31, 2006

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 5 : 2006-2006 Chevrolet Trailblazer EXT

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2006 Chevrolet Trailblazer EXT vehicles

Production Dates : DEC 01, 2005 - FEB 20, 2006

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 6 : 2006-2007 GMC Envoy

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2006-2007 GMC Envoy vehicles

Production Dates : JAN 03, 2006 - MAY 31, 2006

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 7 : 2006-2006 GMC Envoy XL

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2006 GMC Envoy XL vehicles

Production Dates : DEC 01, 2005 - FEB 20, 2006

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 8 : 2006-2008 Isuzu Ascender

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2006-2008 Isuzu Ascender vehicles

Production Dates : DEC 01, 2005 - SEP 28, 2007

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 9 : 2006-2008 Saab 9-7x

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2006-2008 Saab 9-7x vehicles

Production Dates : DEC 01, 2005 - SEP 28, 2007

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2005 - 2009 model year Buick LaCrosse vehicles; certain 2006 - 2008 Saab 9-7X and Isuzu Ascender vehicles; certain 2006 - 2007 Buick Rainier, Chevrolet Trailblazer and GMC Envoy vehicles; certain 2007 Pontiac Grand Prix vehicles; and certain 2006 Chevrolet Trailblazer EXT and GMC Envoy XL vehicles. The headlamp driver module (HDM) in certain of these vehicles may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

Description of the Cause : The HDM may not operate properly in the thermal environment of the underhood electrical center.

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : Delphi

Address : 5820 Delphi Drive

Troy MICHIGAN 48098

Country : United States

Chronology :

On June 26, 2015, NHTSA provided GM with VOQ information relating to low-beam headlamp failures in LaCrosse, Grand Prix and Trailblazer vehicles. In July 2015, GM conducted analysis of its TREAD data and post-warranty repair information for 2005-2009 model year LaCrosse and 2006-2008 model year Grand Prix vehicles. On August 5, 2015, SFADA decided to expand the scope of NHTSA recall 14V755 to include the 2005 model year Buick LaCrosse and the 2007 model year Grand Prix. GM will release these vehicles under recall 14291. NHTSA assigned these additional 159,584 vehicles a new recall number, 15V519. The original 269,586 vehicles under 14V755 are consolidated with the additional 159,584 vehicles under 15V519, so that all 429,170 vehicles will be under 15V519.

Description of Remedy :

Description of Remedy Program : Dealers are to replace the headlamp relay (HDM) that resides in the under hood bussed electrical center (UBEC). Until the permanent service repair is available, owners experiencing a condition indicating the headlamp driver module (HDM) is not functioning properly should schedule an appointment with a GM dealer. The dealer will install a new HDM service part, of the current design, to correct the condition. This is not a permanent repair and is an interim remedy. When the revised service part is available, owners will receive a second letter advising them to return the vehicle to the dealer for the permanent correction. Pursuant to 49 C.F.R. § 577.11, GM will reimburse owners for repairs according to the plan submitted on May 20, 2015.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : Vehicles affected by this recall are no longer in production.

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : AUG 13, 2015 - AUG 13, 2015

Planned Owner Notification Date : MAY 25, 2016 - JUN 15, 2016

* NR - Not Reported

R117-002

GM

6-12-2017

ATTACHMENT Q_07

14291_573 letter

Part 573 Safety Recall Report**15V-519****Manufacturer Name :** General Motors LLC**Submission Date :** AUG 12,2015**NHTSA Recall No. :** 15V-519**Manufacturer Recall No. :** 14291**Manufacturer Information :**

Manufacturer Name : General Motors LLC

Address : 30001 VAN DYKE

MAIL CODE 480-210-2V WARREN MI 48090

Company phone : 999

Population :

Number of potentially involved : 159,584

Estimated percentage with defect : 100

Vehicle Information :

Vehicle : 2005-2005 Buick LaCrosse

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain 2005 Buick LaCrosse vehicles

Production Dates : MAY 31, 2004 - JUN 27, 2005

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2007-2007 Pontiac Grand Prix

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain 2007 Pontiac Grand Prix vehicles

Production Dates : APR 12, 2006 - APR 25, 2007

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs**Description of Defect :**

Description of the Defect : General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2005 model year Buick LaCrosse and certain 2007 model year Pontiac Grand Prix vehicles. The headlamp driver module (HDM) in certain of these vehicles may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps

and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

Description of the Cause : The HDM may not operate properly in the thermal environment of the underhood electrical center.

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : Delphi

Address : 5820 Delphi Drive

Troy MICHIGAN 48098

Country : United States

Chronology :

On June 26, 2015, NHTSA provided GM with VOQ information relating to low-beam headlamp failures in LaCrosse, Grand Prix and Trailblazer vehicles. In July 2015, GM conducted analysis of its TREAD data and post-warranty repair information for 2005-2009 model year LaCrosse and 2006-2008 model year Grand Prix vehicles. On August 5, 2015, SFADA decided to expand the scope of NHTSA recall 14V755 to include the 2005 model year Buick LaCrosse and the 2007 model year Grand Prix. GM will release these vehicles under recall 14291.

Description of Remedy :

Description of Remedy Program : Dealers are to replace the headlamp relay (HDM) that resides in the under hood bussed electrical center (UBEC).

Pursuant to 577.11, GM will provide reimbursement to owners for repairs completed on or before ten days after the owner mailing is completed, according to the plan submitted on May 20, 2015.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : Vehicles affected by this recall are no longer in production.

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : AUG 13, 2015 - AUG 13, 2015

Planned Owner Notification Date : SEP 04, 2015 - SEP 04, 2015

* NR - Not Reported

R117-002

GM

6-12-2017

ATTACHMENT Q_07

14291_577 letter_Isuzu

Continued from prior page.

WHAT YOU SHOULD DO

We recommend that you contact your Isuzu service facility to schedule an appointment. Present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin SB16-04-S001. Isuzu estimates that the repair will take approximately 25 minutes to perform. Additional time may also be necessary depending on how appointments are scheduled and processed at your service facility. If you have any questions or need any assistance, contact your Isuzu service facility or you may contact the Isuzu Owner Relations Department at 1-800-255-6727. The Owner Relations department hours of operation are from 6:00am to 4:00pm, PST, Monday through Friday.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this safety recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-800-255-6727. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Motors America, LLC

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Claimant Email: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Motors America, LLC, Owner Relations
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806

Reimbursement questions should be directed to the following number:

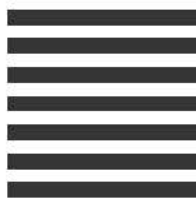
1-800-255-6727

Or Email: customerservice@isza.com

↖ Tear Here ↗



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**




BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1569 ANAHEIM CA

POSTAGE WILL BE PAID BY ADDRESSEE

**CUSTOMER RELATIONS
ISUZU MOTORS AMERICA LLC
1400 S DOUGLASS RD., STE 100
ANAHEIM, CA 92806-9966**



To mail card, tear at both perforations & remove this piece.



R117-002

GM

6-12-2017

ATTACHMENT Q_07

14291_Interim 577



IMPORTANT SAFETY RECALL

September 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 a defect which relates to motor vehicle safety exists in certain 2005 model year Buick LaCrosse and 2007 model year Pontiac Grand Prix 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.

IMPORTANT

- Your vehicle is involved in GM safety recall 14291.
- If your vehicle has a condition indicating the headlamp driver module (HDM) is not functioning properly, schedule an appointment with your GM dealer. Your dealer will install the current HDM service part to correct the condition. This is not a permanent repair. When the revised service part is available, you will receive a second letter advising you to return your vehicle to the dealer for the permanent correction.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps. Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE. The permanent service repair is currently under development. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at www.recalls.gm.com.

What should you do?

If your vehicle has a condition indicating the HDM module is not functioning properly, schedule an appointment with your GM dealer to perform the repair. Do not operate your vehicle at night without functioning low-beam headlamps. If your vehicle suddenly loses low-beam headlamps while you are operating the vehicle at

night, turn on the vehicle's high-beam headlights as necessary to safety drive the vehicle to the nearest location at which you can safely park and exit the vehicle, then arrange for the vehicle to either be towed to a GM dealership or driven to a GM dealership during daytime hours. Your dealer will install the current HDM service part to correct the condition. This is not a permanent repair. When the revised service part is available, you will receive a second letter advising you to return your vehicle to the dealer for the permanent correction.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs once the revised service part is available. If you have paid for repairs for the recall condition, 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 September 30, 2016, unless state law specifies a longer reimbursement period.

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	1-866-608-8080	1-800-832-8425
Pontiac	1-800-620-7668	1-800-833-7668
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 15V-519

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

Enclosure
GM Recall #14291

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____
(17 Characters)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

R117-002

GM

6-12-2017

ATTACHMENT Q_07

14291_Issued 577



IMPORTANT SAFETY RECALL

May 2016

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 a defect, which relates to motor vehicle safety, exists in certain 2005 – 2009 model year Buick LaCrosse (Allure) vehicles; certain 2006 – 2008 Saab 9-7x vehicles; certain 2006 – 2007 Buick Rainier, Chevrolet Trailblazer and GMC Envoy vehicles; certain 2007 Pontiac Grand Prix vehicles and certain 2006 Chevrolet Trailblazer Ext and GMC Envoy XL 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.

IMPORTANT

- Your vehicle is involved in GM safety recall 14291.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps. Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

What will we do?

Your GM dealer will replace the headlamp driver module (HDM) with a new design HDM. 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 GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, 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 May 31, 2017, unless state law specifies a longer reimbursement period.

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	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Pontiac	1-800-620-7668	1-800-833-7668
Saab	1-800-955-9007	

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 15V519.

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

Enclosure
GM Recall 14291

R117-002

GM

6-12-2017

ATTACHMENT Q_07

14291_Mfg notice to
dealer_Mar 2016

GM CUSTOMER CARE AND AFTERSALES
DCS3953
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 7, 2016

Subject: Upcoming Safety Recall 14291 – Update - Dealer Communications Summary

Models: 2005-2009 Buick LaCrosse
2006-2008 Buick Rainier
2006-2007 Chevrolet Trailblazer
2006-2008 Chevrolet Trailblazer EXT
2006-2007 GMC Envoy
2006-2008 GMC Envoy XL
2007 Pontiac Grand Prix
2006-2008 Saab 9-7X

To: All General Motors Dealers

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

This communication summarizes the information provided in two previous dealer messages regarding upcoming safety recall 14291.

On November 25, 2014, dealers were advised via GM GlobalConnect of upcoming safety recall 14291. This product field action involved certain 2006-2009 model year Buick LaCrosse and Rainer, Chevrolet Trailblazer and Trailblazer EXT, GMC Envoy and Envoy EXT and Saab 9-7X vehicles.

On August 13, 2015 approximately 159,584 additional vehicles were added to upcoming safety recall 14291. These include the 2005 model year Buick Lacrosse and 2007 model year Pontiac Grand Prix.

Until the bulletin is released, if a customer vehicle is brought into the dealer with a condition indicating the HDM module is not functioning, install the current HDM service part to correct the condition. This is not a permanent fix, the customer will need to return the vehicle when the remedy is available. Upon completion of this temporary repair, use the warranty transaction submission chart provided below to submit for the appropriate labor and reimbursement option.

Labor Code	Description	Labor Time	Net Item
------------	-------------	------------	----------

9101194	Install HDM To Correct Low Beam Headlamps Inoperative – Temporary Remedy	0.3	N/A
9101195	Customer Reimbursement Approved	0.2	*
9101196	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

R117-002

GM

6-12-2017

ATTACHMENT Q_07

14291_Mfg notice to
dealer_May 2016

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4026
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 5, 2016

Subject: 14291 - Safety Recall
Low Beam Headlamps and Daytime Running Lamps (DRL)
Could Fail To Illuminate

Models: 2005-2009 Buick Allure (Canada)
2005-2009 Buick LaCrosse
2006-2007 Buick Rainier
2006-2007 Chevrolet Trailblazer
2006 Chevrolet Trailblazer EXT
2006-2007 GMC Envoy
2006 GMC Envoy XL
2007 Pontiac Grand Prix
2006-2008 Saab 9-7x

To: All General Motors Dealers

General Motors is releasing Safety Recall 14291 today. The total number of U.S. vehicles involved is approximately 429,170. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 17, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system was updated today May 5, 2016.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ TECHNICIAN
- ✓ PARTS DEPARTMENT
- ✓ WARRANTY PERSONNEL

BULLETIN NUMBER:
SB16-04-S001

ISSUE DATE:
MAY 2016

GROUP:
ELECTRICAL

SAFETY RECALL

ASCENDER HEADLAMP DRIVER MODULE - 15V-519



LV

AFFECTED VEHICLES

- 2006-2008MY Isuzu Ascender Vehicles

This safety recall was previously issued as 14V-755 but has been changed to 15V-519. This bulletin and related communications supersede any previous communications regarding safety recall 14V-755.

SERVICE INFORMATION

CONDITION

The manufacturer, General Motors, has decided that a defect, which relates to motor vehicle safety, exists in certain 2006-2008 model year Isuzu Ascender vehicles.

The headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps. Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

CORRECTION

Service facilities are to replace the headlamp driver module at **no charge** to the customer, regardless of mileage, age of vehicle, or ownership.

VEHICLES INVOLVED

Involved are certain 2006-2008 model year Isuzu Ascender vehicles.

Important: Service facilities are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Communication System (ICS).

For service facilities with involved vehicles, a listing of involved vehicles containing the complete vehicle identification number has been or will be provided. Service facilities will not have a report available if they have no involved vehicles currently assigned.

PARTS INFORMATION

Parts required to complete this safety recall are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Normal orders should be placed on a stock order. In an emergency situation, parts should be ordered on a VOR order (Vehicle Off Road).

Part No.	Part Name	Quantity
8-13506-836-0	Headlamp Driver Module (HDM)	1

SERVICE PROCEDURE

1. Locate the Headlamp Driver Module (HDM) in the under hood fuse block. Refer to *Electrical Center Identification Views* in the service manual.



2. Replace the HDM. Refer to *Relay Replacement (Within an Electrical Center)* in the service manual.
3. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a campaign label (P/N 2-90028-700-0) with Campaign Number 15V-519, Isuzu service facility code and repair date.
2. Affix the campaign label onto the driver's side B-pillar.

ISUZU
CAMPAIGN NUMBER

DEALER CODE: _____
REPAIR DATE: _____
<small>P/N 2-90028-700-0</small>

CUSTOMER REIMBURSEMENT

All customer requests for reimbursement for previous repairs for the safety recall condition will be handled by the Isuzu Owner Relations Department, not by service facilities.

Isuzu Motors America, LLC Special Policy Customer Reimbursement Claim Form is included with the customer letter.

CLAIM INFORMATION

Use the following labor operation:

Operation	Operation No.	Task	Time	Trouble Code
Replace Headlamp Driver Module (HDM)	04N1194	Replace	0.3	07

**This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.*

NOTE:

- 1. Labor Time includes administrative time allowance.**
- 2. Information released on paper and electronic format prior to bulletin release cannot be updated. For the most current and up to date information, refer to IsuzuONE.com.**
- 3. Always refer to the Isuzu Service Policy Procedure Manual for specific details on warranty coverage and policies.**

OWNER NOTIFICATION

Isuzu Motors America, LLC will notify customers of this safety recall on their vehicles (see copy of typical customer letter included with this bulletin).

SERVICE FACILITY RECALL RESPONSIBILITY

All unsold new vehicles and all used vehicles in the service facility's possession and subject to this recall must be held and inspected/repared per the inspection and service procedures of this recall campaign bulletin before customers take possession of these vehicles.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the service facility listing, are to be contacted by the service facility. 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. 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 recall enters your vehicle inventory, or is in your service facility, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

SAMPLE OWNER LETTER – US (ENGLISH)

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>

JUNE, 2016

Dear Customer,

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

Previously, you were notified that your <MY> model year <MAKE> <SERIES> was involved in safety recall 14V-755. **This recall number has now been changed to safety recall 15V-519.**

This letter is to inform you that **parts are now available to repair your vehicle.**

CONDITION

The manufacturer, General Motors, has decided that a defect, which relates to motor vehicle safety, exists in certain 2006-2008 model year Isuzu Ascender vehicles.

The headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps. Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

CORRECTION

Service facilities will replace the headlamp driver module at **no charge** regardless of mileage, age of vehicle, or ownership.

WHAT YOU SHOULD DO

We recommend that you contact your Isuzu service facility to schedule an appointment. Present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin SB16-04-S001. Isuzu estimates that the repair will take approximately 25 minutes to perform. Additional time may also be necessary depending on how appointments are scheduled and processed at your service facility. If you have any questions or need any assistance, contact your Isuzu service facility or you may contact the Isuzu Owner Relations Department at 1-800-255-6727. The Owner Relations department hours of operation are from 6:00am to 4:00pm, PST, Monday through Friday.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this safety recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-800-255-6727. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Motors America, LLC

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Claimant Email: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Motors America, Owner Relations
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806

Reimbursement questions should be directed to the following number:

1-800-255-6727

Or Email: customerservice@isza.com

R117-002

GM

6-12-2017

ATTACHMENT Q_07

14291_Service Bulletin

Product Safety Recall

14291 Low Beam Headlamps and Daytime Running Lamps (DRL) Could Fail To Illuminate



Reference Number: N140291
GWM Number: 140291

Release Date: May 2016
Revision: 00

Attention: 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.

Owners of Saab 9-7X vehicles delivered in the U.S. or Canada will receive a separate notification and be addressed by Saab Authorized Service Centers. This bulletin applies to Saab vehicles delivered outside of the U.S. and Canada that are subject to this recall.

Make	Model	Model Year	
		From	To
Buick	Allure (Canada)	2005	2009
Buick	LaCrosse	2005	2009
Buick	Rainier	2006	2007
Chevrolet	Trailblazer	2006	2007
Chevrolet	Trailblazer Ext	2006	2006
GMC	Envoy	2006	2007
GMC	Envoy XL	2006	2006
Pontiac	Grand Prix	2007	2007
Saab	9-7x	2006	2008

Involved vehicles are marked "open" on the Investigate Vehicle History screen 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.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2005 – 2009 model year Buick LaCrosse (Allure) vehicles; certain 2006 – 2008 Saab 9-7x vehicles; certain 2006 – 2007 Buick Rainier, Chevrolet Trailblazer and GMC Envoy vehicles; certain 2007 Pontiac Grand Prix vehicles and certain 2006 Chevrolet Trailblazer Ext and GMC Envoy XL vehicles. The headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps. Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.
Correction	Dealers are to replace the headlamp driver module.

Parts

Quantity	Part Name	Part No.
1	Headlamp Driver Module (HDM)	13506836

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9101122	Install Headlight Driver Module (HDM)	0.3	ZFAT	N/A
9101195	Customer Reimbursement Approved	0.2	ZFAT	*
9101196	Customer Reimbursement Denied – For USA dealers only	0.1	ZFAT	N/A

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

Product Safety Recall

14291 Low Beam Headlamps and Daytime Running Lamps (DRL) Could Fail To Illuminate



Service Procedure

1. Locate the Headlamp Driver Module (HDM) in the under hood fuse block. Refer to *Electrical Center Identification Views* in SI.
2. Replace the HDM. Refer to *Relay Replacement (Within an Electrical Center)* in SI.

Dealer Responsibility – For USA and Export (USA 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 Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles 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. 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.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

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 using the attached sample letter.

Product Safety Recall

14291 Low Beam Headlamps and Daytime Running Lamps (DRL) Could Fail To Illuminate



Customer Reimbursement

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by May 31, 2017, unless otherwise specified by state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

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.

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**

Product Safety Recall

14291 Low Beam Headlamps and Daytime Running Lamps (DRL)
Could Fail To Illuminate



IMPORTANT SAFETY RECALL

May 2016

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 a defect, which relates to motor vehicle safety, exists in certain 2005 – 2009 model year Buick LaCrosse (Allure) vehicles; certain 2006 – 2008 Saab 9-7x vehicles; certain 2006 – 2007 Buick Rainier, Chevrolet Trailblazer and GMC Envoy vehicles; certain 2007 Pontiac Grand Prix vehicles and certain 2006 Chevrolet Trailblazer Ext and GMC Envoy XL 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.

IMPORTANT

- Your vehicle is involved in GM safety recall 14291.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps. Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

What will we do?

Your GM dealer will replace the headlamp driver module (HDM) with a new design HDM. 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 GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, 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 May 31, 2017, unless state law specifies a longer reimbursement period.

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	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583

Product Safety Recall

14291 Low Beam Headlamps and Daytime Running Lamps (DRL) Could Fail To Illuminate



Pontiac	1-800-620-7668	1-800-833-7668
Saab	1-800-955-9007	
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 15V519.

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

Enclosure
GM Recall 14291

R117-002

GM

6-12-2017

ATTACHMENT Q_07

17138 - Bulletin

Special Coverage Adjustment

17138 Headlamp Driver Module (HDM) Inoperative



Reference Number: N172091910

Release Date: May 2017
Revision: 00

Attention: A limited number of early built (April 2005 – June 2005) 2006 MY Pontiac Grand Prix vehicles have the DRL (Daytime Running Lamp) system incorporated in the turn signal lamp system instead of the low beam headlamps. Before writing a repair order on these vehicles, check the vehicle build date to determine if the DRL's may be incorporated in the turn signal lamp system. If the vehicle is in the build date range, check for turn signal DRL's by activating the DRL's as described below. If the DRL's are in the turn signal lamp system, this bulletin does not apply, the vehicle does not use the HDM (Headlamp Driver Module) that is covered in this bulletin.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Allure (Canada)	2006	2008		
Buick	LaCrosse	2006	2008		
Buick	Rainier	2006	2006		
Chevrolet	Trailblazer	2006	2009		
Chevrolet	Trailblazer EXT	2006	2006		
GMC	Envoy	2006	2009		
GMC	Envoy XL	2006	2006		
Pontiac	Grand Prix	2006	2006		
Pontiac	Grand Prix	2008	2008		

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.

Condition	On some 2006 – 2008 model year Buick LaCrosse or Buick Allure vehicles; certain 2006 Buick Rainier vehicles; some 2006-2009 Chevrolet Trailblazer and GMC Envoy vehicles; certain 2006 or 2008 Pontiac Grand Prix vehicles and certain 2006 Chevrolet Trailblazer EXT and GMC Envoy XL vehicles the headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 12 years or 150,000 miles (240,000 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 May 9, 2017, 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 May 9, 2017, 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>
Correction	Dealers are to replace the headlamp driver module. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Headlamp Driver Module (HDM)	13506836

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.

Special Coverage Adjustment

17138 Headlamp Driver Module (HDM) Inoperative



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900466	Verify Headlamp Low Beam Function, No Further Action Required.	0.2	ZREG	N/A
9900467	Install Headlamp Driver Module (HDM) (Includes Inspection)	0.3	ZREG	N/A
9900468	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900469	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

Note: A limited number of early built (April 2005 – June 2005) 2006 MY Pontiac Grand Prix vehicles have the DRL (Daytime Running Lamp) system incorporated in the turn signal lamp system instead of the low beam headlamps. Before writing a repair order on these vehicles, check the vehicle build date to determine if the DRL's may be incorporated in the turn signal lamp system. If the vehicle is in the build date range, check for turn signal DRL's by activating the DRL's as described below. If the DRL's are in the turn signal lamp system, this bulletin does not apply, the vehicle does not use the HDM (Headlamp Driver Module) that is covered in this bulletin.

Low Beam Headlamps Inoperative

Place the headlamp controls in the "ON" position, verify that the headlamp dimmer switch, located on the steering column stalk, is placed on the Low Beam position. Verify that both low beam headlamps are inoperative.

- If both headlamps are inoperative, proceed to the HDM replacement steps below.
- If only one headlamp is inoperative, inform the customer that the vehicle has some other issue that is unrelated to this bulletin.

Daytime Running Lamps (DRL) Inoperative

With the vehicle running and the headlamp controls in the "AUTO" position, verify that the headlamp dimmer switch, located on the steering column stalk, is placed on the Low Beam position.



4788385

Apply a light source to the Daytime Running Lamp (DRL) Ambient Light Sensor, located on the top of the instrument panel (Envoy shown, other vehicles are similar). With the foot brake applied, and the park brake released, put the vehicle transmission selector in DRIVE. Verify that both DRL's are inoperative.

- If both DRL's are inoperative, proceed to the HDM replacement steps below.
- If only one DRL is inoperative, inform the customer that the vehicle has some other issue that is unrelated to this bulletin.

Special Coverage Adjustment

17138 Headlamp Driver Module (HDM) Inoperative



Intermittent Low Beam Headlamps or DRL's Operation

If the customer complaint is that both low beams and/or DRL's are inoperative intermittently and then become operative again at some later time, proceed to the HDM replacement steps. If the complaint involves only one low beam or DRL being inoperative at a time, inform the customer that the vehicle has some other issue that is unrelated to this bulletin.

Headlamp Driver Module (HDM) Replacement

1. Locate the Headlamp Driver Module (HDM) in the under hood fuse block. Refer to *Electrical Center Identification Views* in SI.
2. Replace the HDM. Refer to *Relay Replacement (Within an Electrical Center)* in SI.
3. If the HDM replacement does not correct the low beam headlamp or DRL inoperative condition, inform the customer that any further diagnostic steps are not covered under this bulletin.

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 May 31, 2018. 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.



Special Coverage Adjustment

17138 Headlamp Driver Module (HDM) Inoperative



May 2017

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

Dear General Motors Customer:

As the owner of a 2006–2008 model year Buick LaCrosse, or Buick Allure; 2006 model year Buick Rainier; 2006-2009 model year Chevrolet Trailblazer, or GMC Envoy; 2006 or 2008 model year Pontiac Grand Prix; or 2006 model year Chevrolet Trailblazer EXT or GMC Envoy XL, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2006–2008 model year Buick LaCrosse or Buick Allure; 2006 model year Buick Rainier; 2006-2009 model year Chevrolet Trailblazer or GMC Envoy; 2006 or 2008 model year Pontiac Grand Prix, or 2006 model year Chevrolet Trailblazer EXT or GMC Envoy XL vehicles may have a condition where the headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps.

This bulletin only applies for cases where low-beam headlamps or daytime running lamps are not operating on BOTH sides (right and left sides) of the vehicle at the same time. If only one side low beam headlamp or daytime running lamp (either the right side or left side) is not operating and the other side is operating, this bulletin does not apply and no actions will be completed.

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 GM vehicle within 12 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 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 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 May 31, 2018, 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)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Pontiac	1-800-762-2737	1-800-833-7668
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Special Coverage Adjustment
17138 Headlamp Driver Module (HDM) Inoperative



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.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
17138

R117-002

GM

6-12-2017

ATTACHMENT Q_07

17138 Message

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4439
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 9, 2017

Subject: 17138 - Special Coverage
Headlamp Driver Module (HDM) Inoperative

Models: 2006-2008 Buick Allure (Canada)
2006-2008 Buick LaCrosse
2006 Buick Rainier
2006-2009 Chevrolet Trailblazer
2006 Chevrolet Trailblazer EXT
2006-2009 GMC Envoy
2006 GMC Envoy XL
2006 Pontiac Grand Prix
2008 Pontiac Grand Prix

To: All General Motors Dealers

General Motors is releasing Special Coverage 17138 today. The total number of U.S. vehicles involved is approximately 777,640. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin the week of May 22, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated May 9, 2017. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS