



# Recall Bulletin

File In Section: Product Recalls  
Bulletin No.: 02029  
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OFFICE OF DEFECTS INVESTIGATION

02V-178



## PRODUCT SAFETY RECALL

**SUBJECT:** 02029 – AIR BAG SENSING DIAGNOSTIC MODULE (SDM)

**MODELS:** 2000 CHEVROLET SILVERADO, TAHOE, AND SUBURBAN; GMC SIERRA, YUKON, YUKON XL

### CONDITION

General Motors has decided that a defect that relates to motor vehicle safety exists in **certain** 2000 Chevrolet Silverado, Tahoe, and Suburbans; and GMC Sierra, Yukon, and Yukon XLs. Some of these vehicles have an air bag sensing diagnostic module (SDM) that contains an anomaly that could result in the driver and passenger's air bag failing to deploy during certain frontal collisions. In a vehicle crash, front seat occupants may receive more severe injuries.

### CORRECTION

Dealers are to reprogram the SDM.

### VEHICLES INVOLVED

Involved are **certain** 2000 Chevrolet Silverado, Tahoe, and Suburbans; GMC Sierra, Yukon, Yukon XLs built within these VIN breakpoints:

| YEAR | DIVISION  | MODEL     | PLANT        | FROM     | THROUGH  |
|------|-----------|-----------|--------------|----------|----------|
| 2000 | GMC       | Sierra    | Ft. Wayne    | YZ100002 | YZ261564 |
| 2000 | GMC       | Sierra    | Oshawa       | Y1100003 | Y1281165 |
| 2000 | GMC       | Sierra    | Pontiac East | YE100001 | YE900703 |
| 2000 | GMC       | Yukon     | Janesville   | YJ100002 | YJ118154 |
| 2000 | GMC       | Yukon XL  | Janesville   | YJ100017 | YJ117676 |
| 2000 | GMC       | Yukon XL  | Silao        | YG100001 | YG142781 |
| 2000 | Chevrolet | Silverado | Ft. Wayne    | YZ100001 | YZ261563 |
| 2000 | Chevrolet | Silverado | Oshawa       | Y1100002 | Y1281166 |
| 2000 | Chevrolet | Silverado | Pontiac East | YE100002 | YE288899 |
| 2000 | Chevrolet | Tahoe     | Janesville   | YJ100003 | YJ118223 |
| 2000 | Chevrolet | Suburban  | Janesville   | YJ100001 | YJ117133 |
| 2000 | Chevrolet | Suburban  | Silao        | YG100002 | YG142792 |

**IMPORTANT:** Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) or **GM Access Screen** (Canada only) or **DCS Screen 445** (IPC only) before beginning recall repairs. [Not all vehicles within the above breakpoints may be involved.]

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the recall bulletin. The customer name and address data will enable dealers to follow up with customers involved in this recall. Any dealer not receiving a computer listing with the recall bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this recall.

### PARTS INFORMATION

No parts are required for this recall.

### SERVICE PROCEDURE

#### **Important**

The Tech 2 diagnostic tool MUST be updated with the August 2002 release, CD #9, version 22.006 or later software release for reprogramming the Air Bag Sensing Diagnostic Module (SDM).

#### **Important**

The air bag system must be functioning properly before performing this recall service procedure. If the air bag system is not functioning properly and diagnosis, repairs, and/or parts are necessary, charge it to regular warranty labor codes and times.

1. Turn the ignition switch to the "ON" position and verify that the "AIR BAG" warning lamp flashes seven (7) times and then turns "OFF".
  - If the "AIR BAG" warning lamp does not operate as described, perform the SIR Diagnostic System Check as described in the appropriate manual before proceeding.
2. Connect the Tech 2 to the vehicle's Data Link Connector (DLC) located under the instrument panel near the parking brake lever.
3. Turn the Tech 2 "ON" by pressing the power button.
4. Select "Diagnostics" on the "Main Menu" screen.
5. Select the "2000" model year and "LD Trk, MPV, Incomplete" on the "Vehicle Identification" screens.
6. Select "Body" on the "System Selection Menu" screen.
7. Select the letter "C" (for two wheel drive vehicle) or "K" (for four wheel drive vehicle) on the "Vehicle Identification Product Line" screen.
8. Confirm that the ignition switch is still in the "ON" position (engine not running).
9. Select "Supplemental Inflatable Restraint" on the "Body" screen.
10. Select "Special Functions".
11. Select "SDM Reprogramming".

### Important

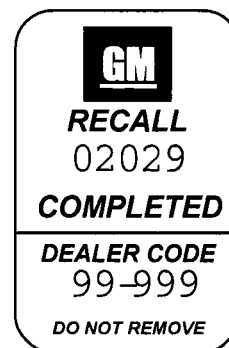
If the vehicle has previously had the SDM replaced with an updated version, the Tech 2 will display "Controller Does Not Require Recalibration". If this screen is displayed, press the "Exit" button on the Tech 2 and proceed to step 14.

12. When programming is complete, the Tech 2 will display "Procedure Complete".
13. After reprogramming is complete, press the "Exit" button on the Tech 2.
14. Turn the ignition switch to the "OFF" position and disconnect the Tech 2 from the vehicle's DLC.
15. Turn the ignition switch to the "ON" position and verify that the "AIR BAG" warning lamp flashes seven (7) times and then turns "OFF".
16. Install the GM Recall Identification Label.

### RECALL IDENTIFICATION LABEL – For US and IPC

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five (5) digit dealer code of the dealer performing the recall service. This information may be inserted with a typewriter or a ball point pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. **When installing the Recall Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Recall Identification Labels for US dealers can be obtained from Dealer Support Materials by either ordering on the web from DWD Store, gm-dealerworld.com, or calling 1-866-700-0001 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Request Item Number S-1015 when ordering.**

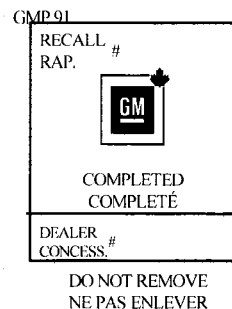


**Additional Recall Identification Labels for IPC dealers can be obtained from your Regional Marketing Office.**

### RECALL IDENTIFICATION LABEL – For CANADA

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five (5) digit dealer code of the dealer performing the recall service. This information may be inserted with a typewriter or a ball point pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. **Additional Recall Identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-668-5539 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number GMP 91 when ordering.**



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 Warranty. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product recall 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.

CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

| REPAIR PERFORMED        | PART COUNT | PART NO. | PARTS ALLOW | CC-FC | LABOR OP | * LABOR HOURS | NET ITEM |
|-------------------------|------------|----------|-------------|-------|----------|---------------|----------|
| Reprogram SDM           | 0          | N/A      | N/A         | MA-96 | V0881    | 0.2           | N/A      |
| Courtesy Transportation | N/A        | N/A      | N/A         | MA-96 | **       | N/A           | ***      |

- \* For Program Administrative Allowance, add 0.1 hours to the "Labor Hours".
- \*\* Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual.
- \*\*\* The amount identified in the "Net Item" column should represent the actual dollar amount for courtesy transportation.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

CUSTOMER NOTIFICATION – For US and CANADA

Customers will be notified of this recall on their vehicles by General Motors (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For IPC

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.

DEALER RECALL RESPONSIBILITY – For US and IPC (US States, Territories, and Possessions)

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. This could be done by mailing to such customers, a copy of the customer letter accompanying this bulletin. 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.



August, 2002

Dear General Motors Customer:

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

**Reason For This Recall:** General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2000 Chevrolet Silverado, Tahoe, and Suburbans; and GMC Sierra, Yukon, and Yukon XLs. Some of these vehicles have an air bag sensing diagnostic module that contains an anomaly that could result in the driver and passenger's air bag failing to deploy during certain frontal collisions. In a vehicle crash, front seat occupants may receive more severe injuries.

**What Will Be Done:** Your GM dealer will reprogram the air bag sensing diagnostic module. This service will be performed for you at **no charge**.

**How Long Will The Repair Take?** The length of time required to perform this service correction is approximately fifteen minutes. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

**Contacting Your Dealer:** Please contact your dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. Your dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number below:

| Division              | Number         | Deaf, Hearing Impaired or Speech Impaired * |
|-----------------------|----------------|---|
| Chevrolet             | 1-800-222-1020 | 1-800-833-2438                              |
| GMC                   | 1-800-462-8782 | 1-800-462-8583                              |
| GMODC                 | (905) 644-4112 |   |
| Puerto Rico – English | 1-800-496-9992 |   |
| Puerto Rico – Español | 1-800-496-9993 |   |
| Virgin Islands        | 1-800-496-9994 |   |

\* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

If, after contacting the appropriate Customer Assistance Center, you are still not satisfied that 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, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

**Customer Reply Card:** The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

**Courtesy Transportation:** 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's Manual and your dealer for details on Courtesy Transportation.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

General Motors Corporation

Enclosure