



Recall Bulletin

File In Section: Product Recalls
Bulletin No.: 04018
Date: May 2004



PRODUCT SAFETY RECALL

SUBJECT: ANTI-LOCK BRAKE SYSTEM UNWANTED ACTIVATION

MODELS: 2004 CADILLAC SRX EQUIPPED WITH ALL-WHEEL DRIVE

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 model year Cadillac SRX vehicles equipped with all-wheel drive. These vehicles may have a condition where the anti-lock brake system (ABS) software may cause an unwanted ABS activation. If an unwanted ABS activation occurs, it will occur within the first few seconds after starting the engine and while the brake pedal is depressed. If this condition were to occur, it would result in an increased stopping distance of up to approximately 2 meters (7 ft). In situations where minimum stopping distance is required, it could result in a vehicle crash without prior warning. In addition, if the ABS warning light on the instrument panel illuminates, the ABS and StabiliTrack features will not be available until the next time you start your vehicle and the ABS warning light turns off.

CORRECTION

Dealers are to reprogram the ABS/TCS controller.

VEHICLES INVOLVED

Involved are certain 2004 model year Cadillac SRX vehicles equipped with all-wheel drive and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2004	Cadillac	SRX	40100026	40151602

IMPORTANT: Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) prior to beginning recall repairs. [Not all vehicles within the above breakpoints may be involved.]

For US: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. Dealers that have no involved vehicles currently assigned, will not have a report available in GM DealerWorld.

For Canada & IPC: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared, and is being furnished to involved dealers. Dealers that have no involved vehicles currently assigned, will not receive a report with the recall bulletin.

The Campaign Initiation Detail Report 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.

PARTS INFORMATION

No parts are required for this recall.

SERVICE PROCEDURE

The following procedure provides instructions for reprogramming the ABS/TCS module with new software. Following the reprogramming, you must re-calibrate the brake pedal position (BPP) sensor. Failure to re-calibrate the BPP sensor will result in a message being displayed on the driver information center and a diagnostic trouble code (DTC) being set.

Important

In order to perform the following procedure, your Tech 2 must be updated with software version 24.001 or later, CD or TIS application #4.1. If your Tech 2 does not have the necessary software, you will need to update it before proceeding.

1. Turn the ignition switch to the ON position.

Important

To perform this service programming, the diagnostic interface module (CANdi) must be connected between the Tech 2 and the vehicle. Failure to use the CANdi module will result in the Tech 2 not being able to communicate with the necessary module on the vehicle.

2. Connect the Tech 2 and the CANdi module to the vehicle's diagnostic link connector (DLC), power it up, and press ENTER.
3. Select SERVICE PROGRAMMING.
4. Follow the on-screen instructions and prompts. If necessary, refer to up-to-date Techline equipment user instructions.

Important

The following steps must be performed after the service programming has been completed. Failure to perform these steps will result in a DTC being set and a message displayed on the driver information center.

5. After the service programming has been completed, press the EXIT key on the Tech 2 as necessary to return to the main menu.
6. Select DIAGNOSTICS.
7. Build the vehicle.
8. Select CHASSIS, and then select DRP/ABS/TCS/VSES.
9. Select SPECIAL FUNCTIONS.
10. Select BPP SENSOR CALIBRATION and follow the on-screen instructions to calibrate the BPP sensor.
11. Disconnect the Tech 2 after the calibrating of the BPP sensor has completed.

Important

If the BPP sensor has NOT been properly calibrated, the driver information center will display SERVICE STABILITY SYSTEM, and a DTC C0278 will set when driving the vehicle in the next step.

12. Start the engine and drive the vehicle approximately 30 meters (100 ft) to verify that the BPP sensor has been correctly calibrated.

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
Reprogram ABS/TCS Module & BPP Sensor	N/A	N/A	N/A	MA-96	V1138	0.3*
Courtesy Transportation	N/A	N/A	N/A	MA-96	**	N/A

* For Recall 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.

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

CUSTOMER NOTIFICATION – For US and CANADA

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

CUSTOMER NOTIFICATION – For 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. 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.

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. For your dealer/installer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary
Technician
Certification**

May 2004

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 model year Cadillac SRX vehicles equipped with all-wheel drive. These vehicles may have a condition where the anti-lock brake system (ABS) software may cause an unwanted ABS activation. If an unwanted ABS activation occurs, it will occur within the first few seconds after starting the engine and while the brake pedal is depressed. If this condition were to occur, it would result in an increased stopping distance of up to approximately 2 meters (7 ft). In situations where minimum stopping distance is required, it could result in a vehicle crash without prior warning. In addition, if the ABS warning light on the instrument panel illuminates, the ABS and Stabilitrack features will not be available until the next time you start your vehicle and the ABS warning light turns off.

What Will Be Done: Your GM dealer will reprogram the anti-lock brake system/traction control system controller. This service will be performed for you at no charge.

How Long Will The Repair Take? This reprogramming will take approximately 20 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your GM dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. 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. The Customer Assistance Center's hours of operation are from 8:00 AM - 11:00 PM Eastern Standard Time, Monday through Friday.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Puerto Rico - English	1-800-496-9982	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 Form: The enclosed customer reply form identifies your vehicle. Presentation of this form 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 form and mailing it back to us.

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.

Recall Information Online: More information about this recall (including answers to frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To join, visit www.mygmlink.com, and enter your vehicle's 17-digit vehicle identification number (VIN) shown on the enclosed form to get the most personalized information for your vehicle.

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
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