

GM SERVICE AND PARTS OPERATIONS  
DCS1731  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 21,2007

Subject: 07043A – Product Safety Recall  
Reprogramming of Airbag Module  
Service Procedure Revision

Models: 2007 GMC Acadia  
2007 Saturn Outlook

To: All GMC Dealers and Saturn Retailers

Attention: Service Manager, Parts Manager and Warranty Administrator

The service procedure for Product Safety Recall 07043 has been revised.

Please see the attached bulletin for details and discard all copies of bulletin 07043, issued February 19,2007.

**PLEASE CLICK ON THE ICON BELOW  
TO VIEW OR PRINT THE BULLETIN**

END OF MESSAGE  
GM SERVICE AND PARTS OPERATIONS



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Reprogramming of Airbag Module

**MODELS:** 2007 GMC Acadia  
 2007 Saturn Outlook

The service procedure in this bulletin has been revised.  
 Discard all copies of bulletin 07043, issued February 2007.

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2007 GMC Acadia and Saturn Outlook vehicles. The sensing and diagnostic module (SDM) in these vehicles, which controls the function of front airbags, may not operate properly. As a result, the front airbags may fail to deploy in a frontal crash. Also, the airbag warning lamp on the instrument panel may fail to provide warning that the system is inoperative.

In the event of a vehicle crash, this condition could increase the risk of injury to occupants in the front seat.

### CORRECTION

Dealers/retailers are to reprogram the SDM computer module.

### VEHICLES INVOLVED

Involved are **certain** 2007 GMC Acadia and Saturn Outlook vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2007	GMC	Acadia	7J100107	7J119216
2007	Saturn	Outlook	7J100001	7J119217

**Important:** Dealers/retailers are to confirm vehicle eligibility prior to beginning repairs by using the system(s) below. Not all vehicles within the above breakpoints may be involved.

- GM dealers and Canadian Saturn/Saab retailers should use GMVIS.
- Saturn US retailers should use AS400 system.

For dealers/retailers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been

prepared and will be provided through the applicable system listed below. Dealers/retailers will not have a report available if they have no involved vehicles currently assigned.

- US GM dealers - GM DealerWorld Recall Information
- Canadian GM/Saturn/Saab dealers/retailers - GMInfoNet Recall Reports
- US Saturn retailers - Facility VIN List (included with bulletin in GM DealerWorld)
- Export dealers - sent directly to 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.

### PARTS INFORMATION

No parts are required for this recall.

### SERVICE PROCEDURE

**Important:** The calibration numbers required for this service procedure are programmed into control modules via a Techline Tech 2<sup>®</sup> scan tool and the Techline Information System (TIS) terminal with the calibration update. Use TIS 2 Web version 2.5 for 2007 (available on 02/18/07) and on TIS DVD version 3.0/2007 or later, which will be mailed to dealers/retailers on 03/14/2007. The Tech 2 diagnostic tool must also be updated with version 27.003 or later. If you cannot access the calibration, call the Techline Customer Support Center at 1-800-828-6860 (English) or 1-800-503-3222 (French) and it will be provided.

**Important:** Saturn retailers must use the Tech 2 Pass-Thru Method to complete the programming event in this bulletin. The Remote Tech 2 Programming Method is not an available option for Saturn retailers. GMC dealers should use the Tech 2 Remote Programming Method to complete the programming event in this bulletin.

### **Tech 2<sup>®</sup> Remote Programming Method for Sensing and Diagnostic Module (SDM)**

**Notice:** *Before reprogramming, please check the battery condition to prevent a reprogramming error of any of the modules due to battery discharge. Battery voltage must be between 12 and 16 volts during reprogramming. If the vehicle battery is not fully charged, use jumper cables from an additional battery. Be sure to turn off or disable any system that may put a load on the battery, such as automatic headlamps, daytime running lights, interior lights, heating, ventilation, and air conditioning (HVAC) system, radio, engine cooling fan, etc. A programming failure or control module damage may occur if battery voltage guidelines are not observed.*

The ignition switch must be in the proper position. The Tech 2<sup>®</sup> prompts you to turn ON the ignition, with the engine OFF. DO NOT change the position of the ignition switch during the programming procedure, unless instructed to do so.

Make certain all tool connections are secure, including the following components and circuits:

- The RS-232 communication cable port
- The connection at the data link connector (DLC)
- The voltage supply circuits

**DO NOT** disturb the tool harnesses while programming. If an interruption occurs during the programming procedure, programming failure or control module damage may occur.

**DO NOT** turn OFF the ignition if the programming procedure is interrupted or unsuccessful. Ensure that all control module and DLC connections are secure and the TIS terminal operating software is up to date.

**Important:** You may see a message on TIS 2 Web that instructs you to replace the SDM if the current calibration number for the system part is any of the following: 15925927, 15925928, or 15925929. Disregard this message; the vehicles involved in this recall do **not** have these calibration numbers. Proceed with programming.

1. Verify the battery charge of 12 to 16 volts. The battery must be able to maintain the charge during programming. Use an additional jump battery if necessary.
2. Use the normal "request method" through "Service Programming System" to request information from the vehicle.
3. At the Techline Terminal, enter TIS SPS programming system.
4. Select **Tech 2®** from the "Select Diagnostic Tool" window.
5. Select **Reprogram ECU** from the "Select Programming Process" window.
6. Select **Vehicle** from the "Select ECU Location" window.
7. Select **Next** to go to the "Preparing for Communication" instruction screen.
8. Select **Next** to view the "Validate Vehicle ID Number" screen. If the vehicle ID number does not appear on the screen, manually insert the VIN into the VIN window of the "Validate Vehicle ID Number" screen.
9. Select **Next** to view the "Supported Controllers" screen.
10. Select **SDM Sensing and Diagnostic Module** from "Supported Controllers" window.
11. Select **Next** to view the "Select Programming Type" window.
12. Select **Normal** from the "Select Programming Type" window.
13. Select **Next** to view the "Service Programming System Calibration Selection" screen.
14. Select **Next** to view "Summary" screen.
15. Verify that current and selected calibration information is displayed on the "Summary" screen.
16. Select **Next** to download the calibration to the Tech 2®.
17. Back at the vehicle, enter "Service Programming Systems".
18. Select **Program ECU** and follow the on-screen instructions.
19. When programming is complete, do the following:
  - 19.1 Turn the Tech 2® OFF.
  - 19.2 Turn the ignition switch to the OFF position.

**Important:** After programming the SDM, you must complete steps: 20-31.

20. Wait 60 seconds.
21. Turn the ignition switch to the ON position.
22. Turn the Tech 2® ON.
23. Using the Tech 2®, perform the *Setup SDM Primary Key in SIR Module Setup*.

**Important:** The airbag telltale on the instrument panel must be flashing in order to perform Step 24.

24. Using the Tech 2<sup>®</sup>, perform *Setup New SDM* in SIR Module Setup.
25. Turn the Tech 2<sup>®</sup> OFF.
26. Turn the ignition switch to the OFF position.
27. Wait 30 seconds.
28. Turn the ignition switch to the ON position with the engine OFF.
29. Turn the Tech 2<sup>®</sup> ON.
30. Go into Diagnostics and check for DTC codes.
31. Clear all codes.

### **Tech 2 Pass-Thru Method for the Sensing and Diagnostic Module (SDM)**

**Notice:** Before reprogramming, please check the battery condition to prevent a reprogramming error of any of the modules due to battery discharge. Battery voltage must be between 12 and 16 volts during reprogramming. If the vehicle battery is not fully charged, use jumper cables from an additional battery. Be sure to turn off or disable any system that may put a load on the battery, such as automatic headlamps, daytime running lights, interior lights, heating, ventilation, and air conditioning (HVAC) system, radio, engine cooling fan, etc. A programming failure or control module damage may occur if battery voltage guidelines are not observed.

The ignition switch must be in the proper position. The Tech 2<sup>®</sup> prompts you to turn ON the ignition, with the engine OFF. DO NOT change the position of the ignition switch during the programming procedure, unless instructed to do so.

Make certain all tool connections are secure, including the following components and circuits:

- The RS-232 communication cable port
- The connection at the data link connector (DLC)
- The voltage supply circuits

**DO NOT** disturb the tool harnesses while programming. If an interruption occurs during the programming procedure, programming failure or control module damage may occur.

**DO NOT** turn OFF the ignition if the programming procedure is interrupted or unsuccessful. Ensure that all control module and DLC connections are secure and the TIS terminal operating software is up to date.

**Important:** You may see a message on TIS 2 Web that instructs you to replace the SDM if the current calibration number for the system part is any of the following: 15925927, 15925928, or 15925929. Disregard this message; the vehicles involved in this recall do **not** have these calibration numbers. Proceed with programming.

1. Verify that there is a battery charge of 12 to 16 volts. The battery must be able to maintain a charge during programming. Use an additional jump battery if necessary.
2. Connect the Tech 2 to the vehicle and TIS 2 Web.
3. Turn the ignition to the ON position with the engine OFF.
4. After all warning chimes inside the vehicle have stopped, turn on the Tech 2.
5. On TIS 2 Web, go into SPS Programming.

6. Select Pass Thru programming.
7. Follow instructions on the TIS 2 Web. When you get to the Supported Controllers screen.
  - 7.1 Scroll down in the top box and select SDM (Sensing and Diagnostic Module).
  - 7.2 In the lower box, select Normal.
  - 7.3 Select Next.
8. Select NEXT when the calibrations screen displays.
9. Follow on-screen prompts until programming is completed.
10. When programming is complete.
  - 10.1 Turn off Tech 2.
  - 10.2 Turn the ignition switch to the OFF position.

**Important:** After programming the SDM, you must complete steps: 11-22.

11. Wait 60 seconds.
12. Turn the ignition switch to the ON position.
13. Turn the Tech 2<sup>®</sup> ON.
14. Using the Tech 2<sup>®</sup>, perform the Setup SDM Primary Key in SIR Module Setup.

**Important:** The airbag telltale on the instrument panel must be flashing in order to perform Step 15.

15. Using the Tech 2<sup>®</sup>, perform Setup New SDM in SIR Module Setup.
16. Turn the Tech 2<sup>®</sup> OFF.
17. Turn the ignition switch to the OFF position.
18. Wait 30 seconds.
19. Turn the ignition switch to the ON position with the engine OFF.
20. Turn the Tech 2<sup>®</sup> ON.
21. Go into Diagnostics and check for DTC codes.
22. Clear all codes.

### 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/retailers 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/retailers should refer to the General Motors Service Policies and Procedures Manual for courtesy transportation guidelines (Saturn US retailers should refer to GM messenger bulletins SAG20060292/SAG20060295 for Courtesy Transportation guidelines).

**CLAIM INFORMATION** – GM and Saturn Canada Only

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 SDM	0	N/A	N/A	MA-96	V1563	0.4
Courtesy Transportation for vehicles within the New Vehicle Limited Warranty (US & Canadian GM Dealers)	N/A	N/A	N/A	MA-96	*	N/A

\* Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual for vehicles within the New Vehicle Limited Warranty.

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

**CLAIM INFORMATION** – Saturn US Only

1. To receive credit, submit a claim with the information below:

REPAIR PERFORMED	PARTS ALLOW.	SALE TYPE	CASE TYPE	LABOR OP.	LABOR HRS.	ADMIN HRS.*
Reprogram SDM	N/A	WC	VC	V1563	0.4	0.1

\* Administrative allowance

2. Check your Saturn SERVICELINE.XL Claim Memorandum daily. Remember to code the claim as a WC sale type, and VC case type. Contact your field representative if you need assistance.
3. Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in GM Messenger bulletins SAG20060292/SAG20060295.

**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 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/retailers should notify customers using the attached sample letter.

**DEALER/RETAILER RECALL RESPONSIBILITY** – For US and Export (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/RETAILER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers'/retailers' 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/retailers 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/retailer listing, are to be contacted by the dealer/retailer. 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/facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.





February 2007

Dear General Motors Customer:

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

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2007 model year GMC Acadia and Saturn Outlook vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## I M P O R T A N T

- Your vehicle is involved in safety recall 07043.
- Schedule an appointment with your GM dealer/retailer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The sensing and diagnostic module (SDM) in your vehicle, which controls the function of front airbags, may not operate properly. As a result, the front airbags may fail to deploy in a frontal crash. Also, the airbag warning lamp on the instrument panel may fail to provide warning that the system is inoperative.

In the event of a vehicle crash, this condition could increase the risk of injury to occupants in the front seat.

### What will we do?

Your GM dealer/retailer will reprogram the SDM computer module. This service will be performed for you at **no charge**. It is likely that your dealer/retailer will need your vehicle longer than the actual service correction time of approximately 25 minutes because of service scheduling requirements.

If your vehicle is within the New Vehicle Limited Warranty your dealer/retailer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership/facility for this repair. Please refer to your Owner's Manual and your dealer/retailer for details on courtesy transportation.

### What should you do?

You should contact your GM dealer/retailer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer/retailer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

### Do you have questions?

If you have questions or concerns that your dealer/retailer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about this

recall can be found at the Owner Center at MyGMLink,  
<http://www.gm.com/recall>

Division	Number	Text Telephones (TTY)
GMC	1-866-996-9463	1-800-462-8583
Saturn	1-800-972-8876	1-800-833-6000
Guam	1-671-648-8650	
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/retailer 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, 400 Seventh St., SW, 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>.

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

Scott Lawson  
General Director,  
Customer and Relationship Services

Enclosure  
07043