

GM SERVICE AND PARTS OPERATIONS

DCS2191

URGENT - DISTRIBUTE IMMEDIATELY

Date: November 24, 2008

Subject: 08387 – Noncompliance Recall

Second and Third Row Safety Belt Buckle Rivet Missing

Inspect Buckles

Models: 2009 Buick Enclave

2009 Chevrolet Traverse

2009 GMC Acadia

2009 Saturn OUTLOOK

To: All Buick, Chevrolet, and GMC Dealers and Saturn Retailers

Attention: Service Manager, Parts Manager, and Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

It is estimated that less than 250 buckles world-wide will require replacement. Do NOT order parts until the inspection determines the buckle requires replacement. General Motors is announcing Noncompliance Recall 08387 today. The number of vehicles involved is 19,834. Please see the attached bulletin for details.

Mailing Information

Customer notification letters will be mailed on November 26, 2008.

GM Vehicle Inquiry System (GMVIS)

GMVIS information will be available on November 25, 2008.

'Investigate Vehicle History' link on the Global Warranty Management application

'Investigate Vehicle History' link on the Global Warranty Management application within DealerWorld will available on November 25, 2008.

Service Information System (SI)

Bulletin 08387 will be available in SI on November 25, 2008.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in DealerWorld today, November 24, 2008.

**PLEASE CLICK ON THE MESSAGE ATTACHMENT BELOW
TO VIEW OR PRINT THE BULLETIN**

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Second and Third Row Safety Belt Buckle Rivet Missing – Inspect Buckles

**MODELS: 2009 Buick Enclave
 2009 Chevrolet Traverse
 2009 GMC Acadia
 2009 Saturn OUTLOOK**

It is estimated that less than 250 buckles world-wide will require replacement. Do NOT order parts until the inspection determines the buckle requires replacement.

CONDITION

General Motors has decided that certain 2009 model year Buick Enclave, Chevrolet Traverse, GMC Acadia, and Saturn OUTLOOK vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 209, Seat Belt Assemblies. These vehicles may have been built with a safety belt buckle in the second or third row that is missing a rivet. In a vehicle crash, if the rivet is missing, the buckle may separate from the bracket. If this were to occur, the occupant would no longer be properly restrained, increasing the risk of injury.

CORRECTION

Dealers/retailers are to inspect the safety belt buckles in the second and third rows, and replace them if necessary.

VEHICLES INVOLVED

Involved are **certain** 2009 model year Buick Enclave, Chevrolet Traverse, GMC Acadia, and Saturn OUTLOOK vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2009	Buick	Enclave	9J100153	9J118924
2009	Chevrolet	Traverse	9S100912	9S101970
2009	GMC	Acadia	9J100152	9J118925
2009	Saturn	OUTLOOK	9J100154	9J118921

The following six VINs below had a replacement buckle installed under warranty and are outside the VIN breakpoints but are included in this recall.

2009	Buick	Enclave	9J121174
2009	Chevrolet	Traverse	9S102165

VEHICLES INVOLVED, Cont'd.

2009	GMC	Acadia	9J137078
2009	GMC	Acadia	9J138235
2009	Saturn	OUTLOOK	9J144628
2009	Saturn	OUTLOOK	9J152283

Below are six vehicles that had a buckle replacement under warranty

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 retailers should use GMVIS.
- Saturn US retailers should use the 'Investigate Vehicle History' link on the Global Warranty Management application within DealerWorld.

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 and Saturn dealers/retailers - GM DealerWorld Recall Information
- Canadian GM/Saturn dealers/retailers - GMInfoNet Recall Reports
- 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

Note: It is estimated that less than 250 buckles world-wide will require replacement. Do NOT order parts until the inspection determines the buckle requires replacement.

Hold onto the removed buckle assembly; you will receive a request for return from the Warranty Parts Center (WPC).

GM, Saturn Canada Only: Due to a very low predicted failure rate, part availability will be limited. VIN numbers will be required and will be validated for the vehicles that need to be serviced. Orders placed via RIM will cancel. These parts have been excluded from the RIM program.

- **US GM Dealers:** - Part orders will be required to be placed as a CSO through EPIC or the SPAC Call Center at 1-800-433-6961.
- **Canadian Dealer/Retailers:** Contact TRACS at 1-866-275-5832.

Saturn US Only: Due to the small number of affected vehicles and the extremely low part replacement rate, Saturn will NOT be pre-shipping parts for this recall. Please place an emergency order if a part is required after the inspection. A PSA will then contact you and confirm the VIN and the part that has been ordered.

Part Number	Description	Quantity/Vehicle
19181955	Belt Kit, R/Seat (Bkl SI) (Ebony)	1 (If Req'd)
19181956	Belt Kit, R/Seat (Bkl SI) (Lt Titanium)	1 (If Req'd)
19181957	Belt Kit, R/Seat (Bkl SI) (Cashmere)	1 (If Req'd)
19181958	Belt Kit, R/Seat (Bkl SI) (Dk Titanium)	1 (If Req'd)
19181959	Belt Kit, R/Seat (Bkl SI) (Ebony)	1 (If Req'd)
19181960	Belt Kit, R/Seat (Bkl SI) (Lt Titanium)	1 (If Req'd)
19181961	Belt Kit, R/Seat (Bkl SI) (Cashmere)	1 (If Req'd)
19181962	Belt Kit, R/Seat (Bkl SI) (Dk Titanium)	1 (If Req'd)
19208734	Belt Kit, R/Seat #2 (Bkl SI) (Ebony)	1 (If Req'd)
19208735	Belt Kit, R/Seat #2 (Bkl SI) (Lt Titanium)	1 (If Req'd)
19208736	Belt Kit, R/Seat #2 (Bkl SI) (Cashmere)	1 (If Req'd)
19208737	Belt Kit, R/Seat #2 (Bkl SI) (Dk Titanium)	1 (If Req'd)
19208730	Belt Kit, R/Seat #2 Ctr (Bkl SI) (Ebony)	1 (If Req'd)
19208731	Belt Kit, R/Seat #2 Ctr (Bkl SI) (Lt Titanium)	1 (If Req'd)
19208732	Belt Kit, R/Seat #2 Ctr (Bkl SI) (Cashmere)	1 (If Req'd)
19208733	Belt Kit, R/Seat #2 Ctr (Bkl SI) (Dk Titanium)	1 (If Req'd)

SERVICE PROCEDURE

Second row seats have either two steel strap mounted buckles (captain's chairs) or three steel strap mounted buckles (bench seat). Third row seats have two side-by-side steel strap mounted buckles at the right hand side.

SECOND ROW SEAT INSPECTION



2208120

Note: The buckle (1) will **NOT** separate from the mounting strap unless the buckle assembly was assembled without a rivet. If the buckle assembly was assembled without a rivet, the buckle should separate from the mounting strap when approximately 20-30 pounds of force is applied to the buckle assembly. To ensure that the buckle assembly was assembled with a rivet, perform the buckle assembly tug test three times on each buckle assembly.

To perform the buckle assembly tug test, grasp the base of the buckle (1) and rock the buckle up and down while pulling the buckle upward or away from the seat with as much force as you can apply with your hand. The buckle assembly is designed to withstand more force than can be applied during the buckle assembly tug test. Perform the tug test three times on every seat buckle assembly in the second row.

- If the buckle assembly does **NOT** separate, the buckle passes the inspection and no further action is required.
- If the buckle assembly separates from the mounting strap, replacement of the buckle assembly is required. Refer to the appropriate seat buckle removal and installation procedure in SI.

Note: Hold onto to the removed buckle assembly(s); you will receive a request for return from the Warranty Parts Center (WPC).

THIRD ROW SEAT INSPECTION



2208126

Note: The buckle (2) will **NOT** separate from the steel mounting strap unless the buckle assembly was assembled without a rivet. If the buckle assembly was assembled without a rivet, the buckle should separate from the steel mounting strap when approximately 20-30 pounds of force is applied to the buckle assembly. To ensure that the buckle assembly was assembled with a rivet, perform the buckle assembly tug test three times on each buckle assembly.

To perform the buckle assembly tug test, insert the latch plate from the outboard seat belt into the buckle (2) and pull upward or away from the seat with as much force as you can apply with your hand. The buckle assembly is designed to withstand more force than can be applied during the buckle assembly tug test. Perform the tug test three times on every seat buckle assembly in the third row.

- If the buckle assembly does **NOT** separate, the buckle passes the inspection and no further action is required.
- If the buckle assembly separates from the mounting strap, replacement of the buckle assembly is required. Refer to the appropriate seat buckle removal and installation procedure in SI.

Note: Hold onto to the removed buckle assembly(s); you will receive a request for return from the Warranty Parts Center (WPC).

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. GM dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

CLAIM INFORMATION – GM, 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
Seat Buckle Asm Inspection – No Further Action Required	N/A	N/A	N/A	MA-96	V2017	0.2
Seat Buckle Asm Inspection and Replace	1	----	*	MA-96	V2018	0.2
Add: One Second Row Buckle Asm Replace	1					0.2
Add: Addt'l Second Row Buckle Asm Replace	1					0.1
Add: One Third Row Buckle Asm Replace	1					0.3
Add: Addt'l Third Row Buckle Asm Replace	1					0.1
Courtesy Transportation for vehicles within the New Vehicle Limited Warranties (US & Canadian GM Dealers)	N/A	N/A	N/A	MA-96	**	N/A

* The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for belt kit needed to complete the repair.

** 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 Warranties. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

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.
Seat Buckle Asm Inspection – No Further Action Required	*	WC	VC	V2017	0.2
Seat Buckle Asm Inspection & Replace	*	WC	VC	V2018	0.2
Add: One Second Row Buckle Asm Replace					0.2
Add: Addt'l Second Row Buckle Asm Replace					0.1
Add: One Third Row Buckle Asm Replace					0.3
Add: Addt'l Third Row Buckle Asm Replace					0.1

- * The parts allowance should be the sum total of the current SSPO retailer net price plus 40% of all parts required for the repair.

2. Submit courtesy transportation as a net item using the appropriate net item code.

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 should notify customers using the attached sample letter.

DEALER 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.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your dealership may be subject to a civil penalty for each such sale.

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.



November 2008

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 certain 2009 model year Buick Enclave, Chevrolet Traverse, GMC Acadia, and Saturn OUTLOOK vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 209, Seat Belt Assemblies. 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 recall 08387.
- Schedule an appointment with your GM dealer/retailer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have been built with a safety belt buckle in the second or third row that is missing a rivet. In a vehicle crash, if the rivet is missing, the buckle may separate from the bracket. If this were to occur, the occupant would no longer be properly restrained, increasing the risk of injury.

What will we do?

Your GM dealer/retailer will inspect the safety belt buckles in the second and third rows, and replace them if necessary. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer/retailer will need your vehicle longer than the actual inspection time of approximately 15 minutes. If a buckle requires replacement, an additional 15 to 45 minutes will be needed.

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 your

vehicle can be found at the Owner Center at www.gmownercenter.com.

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
Saturn	1-800-972-8876	1-800-833-6000
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/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, 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>.

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
08387