

GM CUSTOMER CARE AND AFTERSALES

DCS2445

URGENT - DISTRIBUTE IMMEDIATELY

Date: July 20, 2010

Subject: 10153B – Safety Recall
Heated Windshield Washer Module Short Circuit

Models: 2006-2009 Buick Lucerne
2008-2009 Buick Enclave
2006-2009 Cadillac DTS
2007-2009 Cadillac Escalade, Escalade ESV, Escalade
EXT
2008-2009 Cadillac CTS
2007-2009 Chevrolet Avalanche, Silverado, Suburban,
Tahoe
2009 Chevrolet Traverse
2007-2009 GMC Acadia, Sierra, Yukon, Yukon XL
2006-2009 HUMMER H2
2007-2009 Saturn OUTLOOK
Equipped with Heated Washer Fluid System (RPO
XA7/CHW)

To: All Buick, Cadillac, Chevrolet, GMC, HUMMER, and
Saturn
Dealers

Attention: General Manager, Service Manager, Parts Manager,
Used Vehicle Manager and Warranty Administrator

Safety Recall Bulletin #10153 was originally released in June, 2010 to help correct approximately 1.4 million U. S. vehicles. The bulletin was later amended in July, 2010 as #10153A. The purpose of this message is to further amend this document as #10153B.

Please discard all previous bulletin copies.

Specifically, the new bulletin has been revised to include:

- A note in the Service Procedure section asking dealership personnel to confirm that the customer is aware of this safety recall is being performed on their vehicle prior to performing the repair.

- A “T” labor code in the Claim Information section for customers who refuse to have the recall performed. Note that this labor code will NOT close the recall. If a customer refuses to have the recall performed, dealers are to provide the customer with a copy of the Notice to Customer document contained in this bulletin and record on the repair order "customer declined recall repair". If possible, have the customer sign the repair order and request that the notice be placed in the vehicle’s glove box for future reference by subsequent owners. If at a later date the current customer, or a new owner, decides to have this recall performed, the required repair should be completed as soon as possible and a claim submitted using the appropriate “V” labor code.

- A clarification in the Question and Answer section regarding appropriate proof of vehicle ownership.

Please ensure that all involved dealership personnel are aware of this revised bulletin.

END OF MESSAGE

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