



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Second Row Safety Belt Interference When Seat Back Returned to Upright Position

**MODELS:** 2009-2010 Buick Enclave  
 2009-2010 Chevrolet Traverse  
 2009-2010 GMC Acadia  
 2009-2010 Saturn OUTLOOK

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2009-2010 model year Buick Enclave, Chevrolet Traverse, GMC Acadia, and Saturn OUTLOOK vehicles. These vehicles may have a condition where the second row seat side trim shield restricts the upward rotation of the safety belt buckle when the seat back is returned to a seating position after being folded flat. If the buckle contacts the seat frame, additional effort is required to return the seat to a seating position. If sufficient force is applied, the buckle cover could be pushed down the strap, exposing and partially depressing the red release button. As a result, the release button will not travel as much as designed when depressed and will appear to be jammed. The buckle cover may have visible damage which may only be cosmetic, but in some cases, the buckle may not latch/unlatch, or may appear to latch when the latch mechanism is not fully engaged. As a result, the safety belt may not restrain the occupant as intended during a crash, which could result in injury to the occupant.

### CORRECTION

Dealers/retailers are to modify the second row seat side trim shields. If a safety belt buckle is damaged, dealers are to replace it.

### VEHICLES INVOLVED

Involved are **certain** 2009-2010 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  | 9J100418 | 9J220490 |
| 2010 | Buick     | Enclave  | AJ100039 | AJ257833 |
| 2009 | Chevrolet | Traverse | 9S100067 | 9S182081 |

Continued...

VEHICLES INVOLVED, Cont'd.

| Year | Division  | Model    | From     | Through  |
|------|-----------|----------|----------|----------|
| 2010 | Chevrolet | Traverse | AJ137803 | AJ257836 |
|      |           |          | AS100001 | AS156635 |
| 2009 | GMC       | Acadia   | 9J100098 | 9J220486 |
| 2010 | GMC       | Acadia`  | AJ100037 | AJ257835 |
| 2009 | Saturn    | OUTLOOK  | 9J100338 | 9J220491 |
| 2010 | Saturn    | OUTLOOK  | AJ100038 | AJ210898 |

**Important:** Dealers/retailers are to confirm vehicle eligibility prior to beginning repairs by using the Investigate Vehicle History link. Not all vehicles within the above breakpoints may be involved.

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 to US and Canadian dealers/retailers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers/retailers will not have a report available if they have no involved vehicles currently assigned.

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 program 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 program.

PARTS INFORMATION

It is anticipated that there will be no parts required for this program. In the rare event that a safety belt buckle does need replacing, please obtain the appropriate part from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

SERVICE PROCEDURE

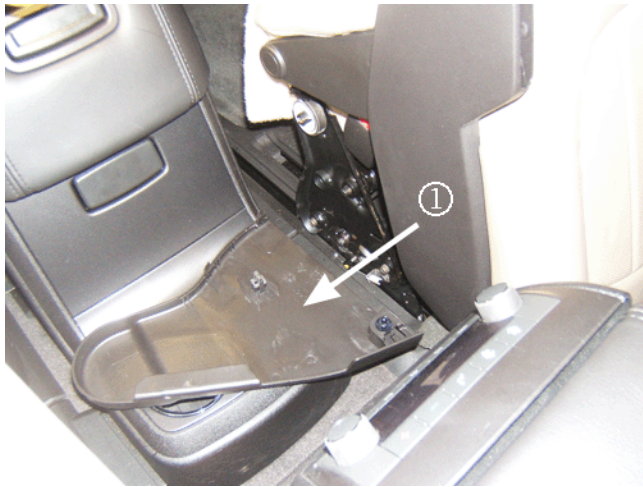
1. Inspect all 2nd row seat assemblies for proper function.



**Note:** Test the operation of the belt buckle. Latch the buckle and pull on the seat belt to ensure the seat belt functions properly.

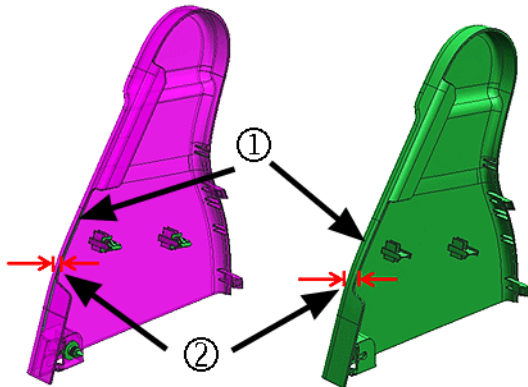
2. Verify proper functioning of the belt buckles and visually inspect each buckle/release button for damage. Refer to the illustration for an example of a damaged buckle.
  - If evidence of buckle damage such as a bent or cracked plastic housing is found, or if stressed witness marks are visible on the housing, replace the seat belt buckle. Refer to *Rear Seat Belt Buckle Replacement* in SI, and then continue on and complete the trim cover rework procedure below.
  - If no buckle damage is found, complete the trim cover rework below on the seat(s)

**Note:** The procedure below shows the rework being done on a left hand bucket seat trim cover. The same procedure should be done for the right hand bucket seat and both covers of the bench seat (60% and 40%).



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3. Remove the rear seat recliner inner trim cover (1). Refer to *Rear Seat Recliner Outer Finish Cover Replacement - Inboard* in SI.



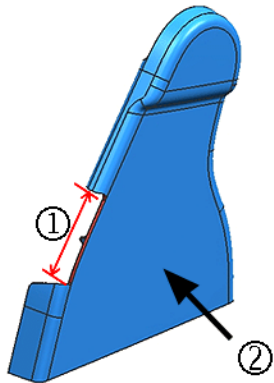
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**Note:** The material to be removed is the standing ledge (1) in the notched-out opening, shown in the examples above. Depending on the design and seat configuration, approximately 3–5 mm (0.120–.200 in) of material (2) will need to be removed.



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4. Using a DREMEL®, cut-off wheel, or similar tool, grind off/remove the cover's standing ledge material in the notched-out opening.



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**Note:** Maintain the original notch out width (1) of approximately 82 mm (3.230 in) and remove the material until the surface edge is even with the vertical wall surface (2).



5. After the material has been removed, file down any jagged edges or corners that may tend to snag the buckle material.
6. Reinstall the rear seat recliner inner trim cover. Refer to *Rear Seat Recliner Outer Finish Cover Replacement - Inboard* in SI.
7. After the rework and installation of the trim cover, verify proper function of the seat assembly.
8. Complete the rework on the trim cover for the opposite seat.

#### 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/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 should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

#### CLAIM INFORMATION

1. Submit a claim using the table below.
2. Courtesy Transportation - submit as Net Item under the repair labor code.

| Labor Code | Description                                   | Labor Time |
|------------|---|------------|
| V2315      | Modify Both Second Row Seat Side Trim Shields | 0.5        |
|            | Add: Replace One Seat Belt Buckle             | 0.1        |
|            | Add: Replace Second Seat Belt Buckle          | 0.1        |

### 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.

### 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.



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 2009-2010 model year Buick Enclave, Chevrolet Traverse, 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.

## IMPORTANT

- Your vehicle is involved in safety recall 10243.
- 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 a condition where the second row seat side trim shield restricts the upward rotation of the safety belt buckle when the seat back is returned to a seating position after being folded flat. If the buckle contacts the seat frame, additional effort is required to return the seat to a seating position. If sufficient force is applied, the buckle cover could be pushed down the strap, exposing and partially depressing the red release button. As a result, the release button will not travel as much as designed when depressed and will appear to be jammed. The buckle cover may have visible damage which may only be cosmetic, but in some cases, the buckle may not latch/unlatch, or may appear to latch when the latch mechanism is not fully engaged. As a result, the safety belt may not restrain the occupant as intended during a crash, which could result in injury to the occupant.

### What will we do?

Your GM dealer/retailer will modify the second row seat side trim shields. If a safety belt buckle is damaged, your dealer will replace it. 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 service correction time of approximately 30 to 45 minutes.

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 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.

**Do you have questions?**

If you have questions or concerns that your dealer/retailer is unable to resolve, please contact the GM Customer Assistance Center. More information about your vehicle can be found at the Owner Center at [www.gmownercenter.com](http://www.gmownercenter.com).

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  
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Customer and Relationship Services