



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Power Steering Line Contact

MODELS: 2010-2011 Buick Lucerne Equipped with V8 Engine
2010-2011 Cadillac DTS

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2010 and 2011 model year Buick Lucerne vehicles equipped with a V8 engine, and Cadillac DTS vehicles. Some of these vehicles may have been built where the starter or alternator cable is in contact with the power steering return line. If either the starter or alternator cable is contacting the power steering return line, the cable could wear through the line, cause a power steering fluid leak, and a loss of power steering. The contact may also wear the cable protective wrap, conduit, and wire insulation so there is metal to metal contact. This could result in battery drain. If arcing occurs due to engine vibration and roll, it may burn a hole in the return line and allow power steering fluid to leak and potentially ignite, resulting in a possible engine compartment fire.

CORRECTION

Dealers are to secure and, if necessary, reroute the lines to prevent contact.

VEHICLES INVOLVED

Involved are **certain** 2010-2011 model year Buick Lucerne vehicles equipped with a V8 engine, and Cadillac DTS vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2010	Buick	Lucerne	AU120708	AU138088
2011	Buick	Lucerne	BU100004	BU113986
2010	Cadillac	DTS	AU120705	AU600004
2011	Cadillac	DTS	BU100003	BU600003

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system. Not all vehicles within the above breakpoints may be involved.

For dealers 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 through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers 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 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.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. 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.

PN 11509087 will not be eligible for RIM.

Part Number	Description	Quantity/Vehicle
11509087	Strap	1

SERVICE PROCEDURE

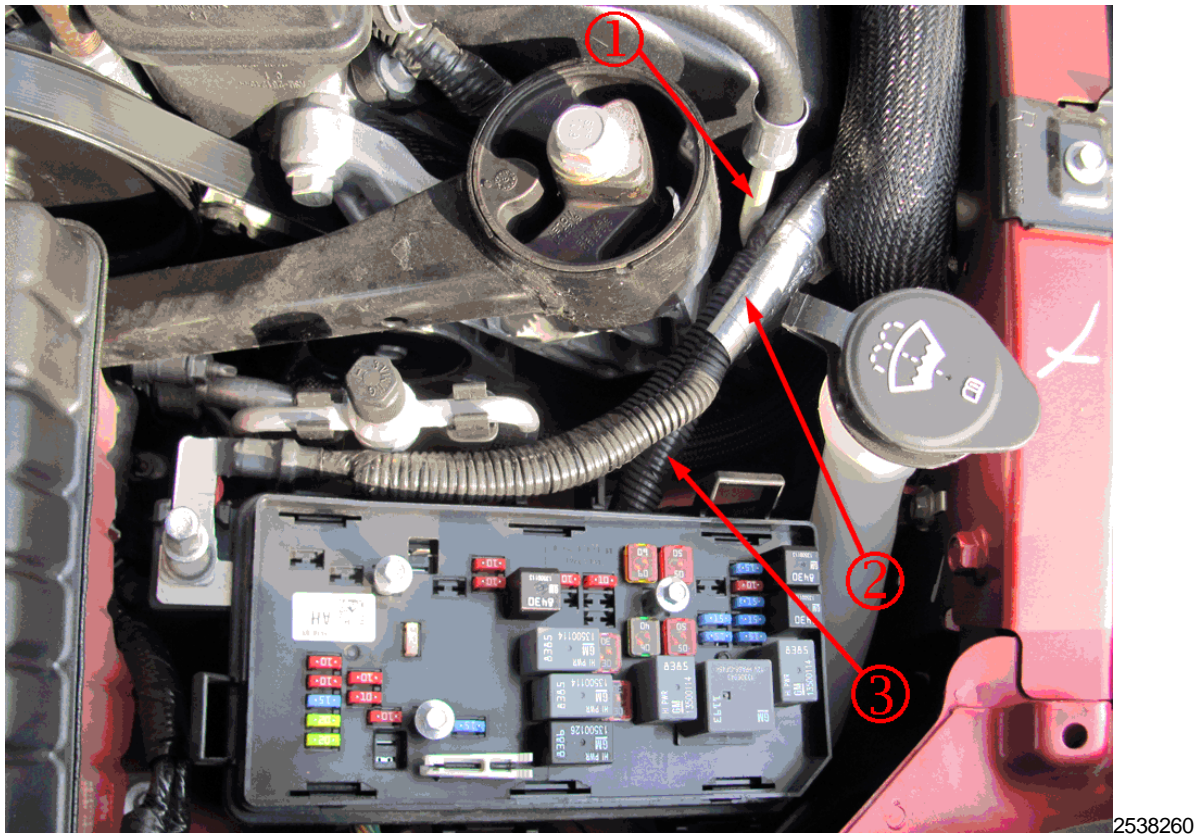
Buick Lucerne and Cadillac DTS Vehicles (non Limo/Hearse/Armored Vehicles)

1. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
2. Open the hood of the vehicle.



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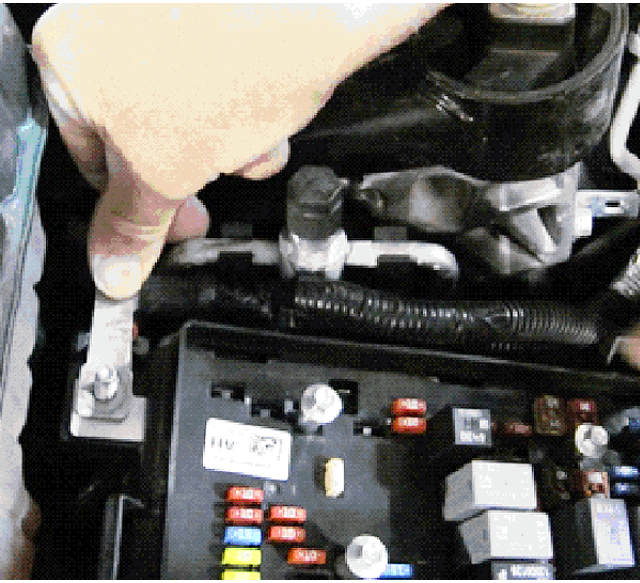
3. Locate the underhood electrical center.
4. Disengage the electrical center cover lock tabs and remove the cover.



5. Examine the starter/alternator cables (2) and engine wire harness (3) at the power steering line and power steering bracket (1) location.
- If the cables are twisted or touching the power steering line or power steering line bracket, proceed to Step 6.
 - If the starter/alternator cables and engine wire harness are NOT twisted or touching the power steering line or power steering line bracket, proceed to Step 13.

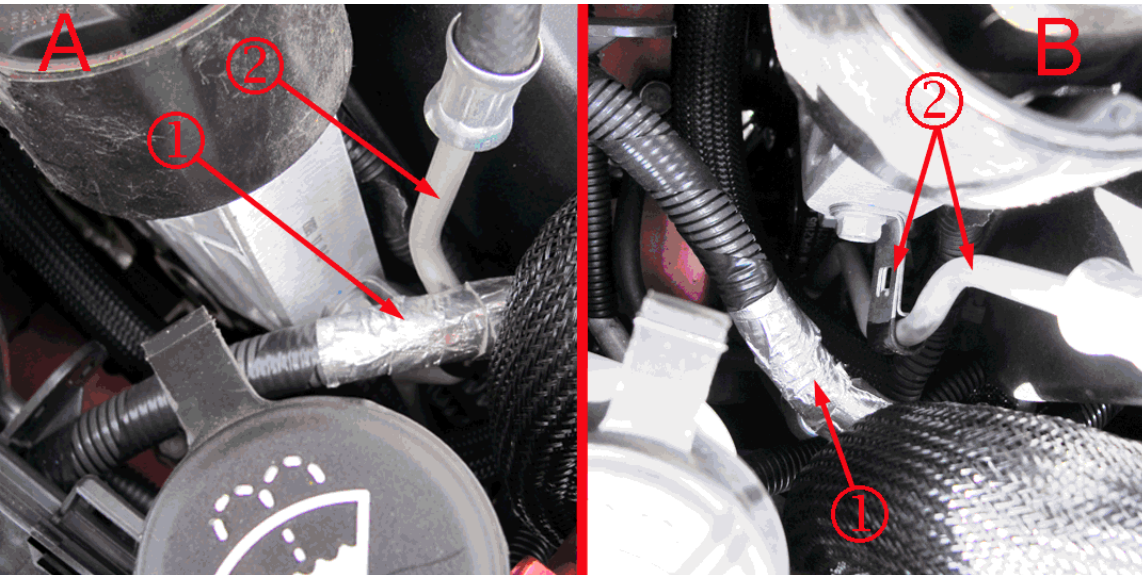


6. Remove the fastener securing the starter/alternator cables.



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7. Remove the starter/alternator cables from the underhood electrical center stud.



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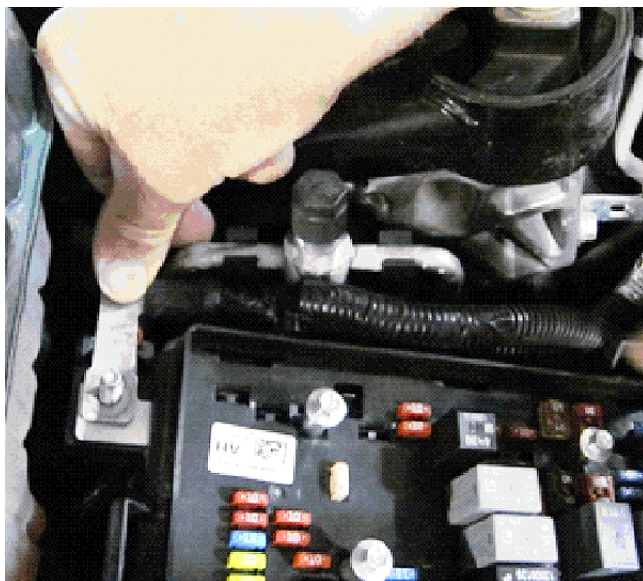
Note: The (A) portion of the illustration shows the line touching the power steering line. The (B) portion of the illustration shows the engine wire harness tucked below and away from the power steering line and power steering line bracket.

8. Push the engine wire harness (1) below and away from the power steering line and power steering line bracket (2).



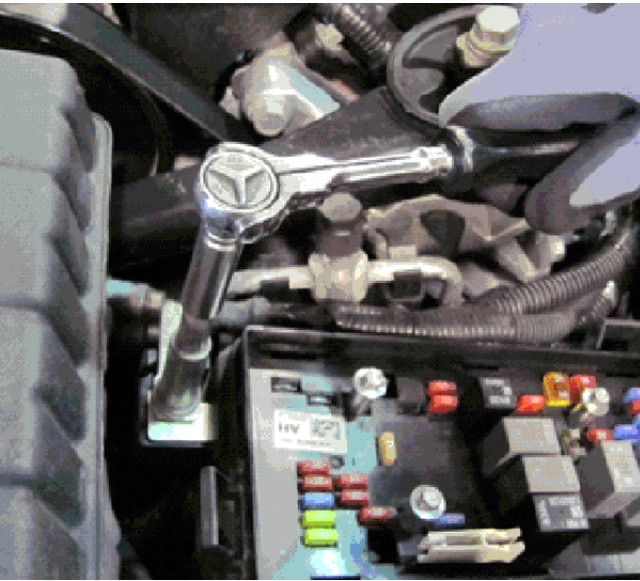
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9. Untwist and re-route the starter/alternator cables and engine wire harness. **Ensure that the starter cable is on top at the UBEC.**



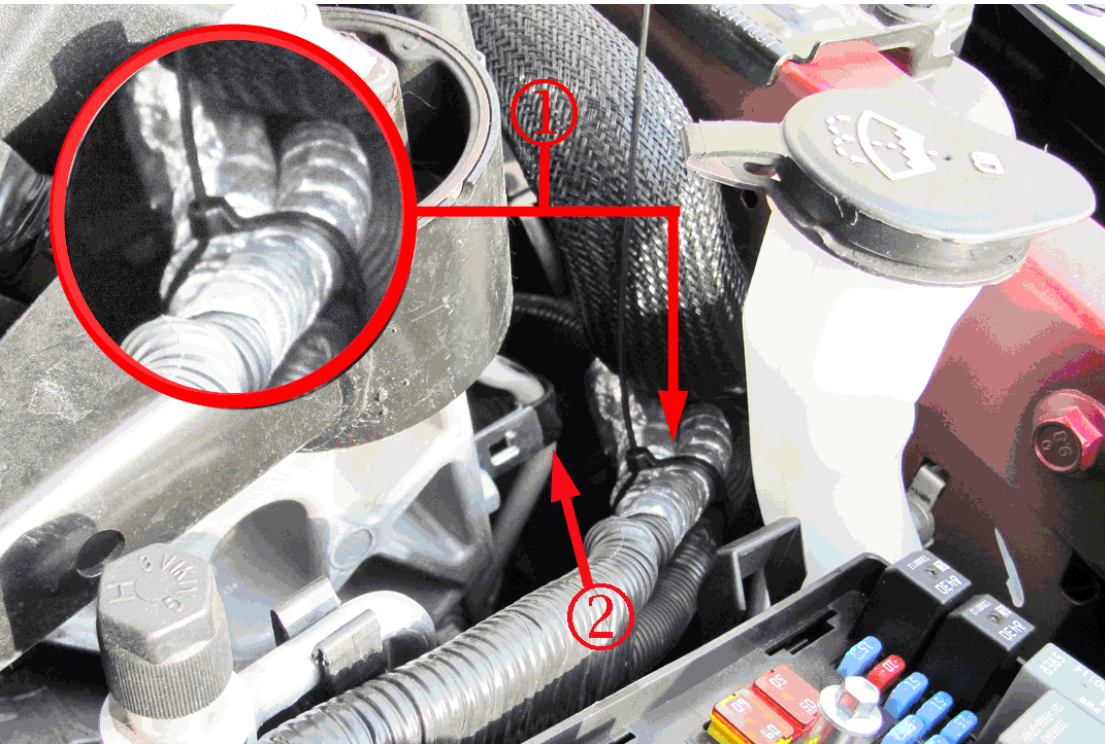
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10. Install the starter/alternator cables to the underhood electrical center stud.
11. Ensure that the starter/alternator cables and engine wire harness do NOT contact the power steering return line or bracket. The starter/alternator cables must also be routed forward of the engine wire harness.



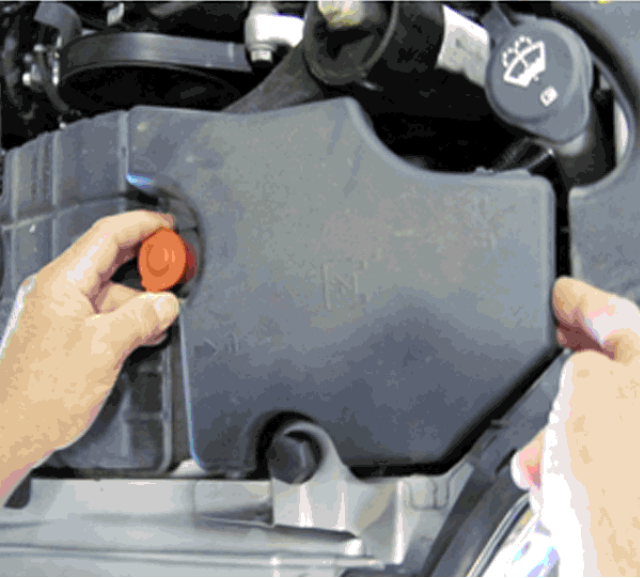
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12. Tighten the stud fastener to 15 N·m (11 lb-ft).



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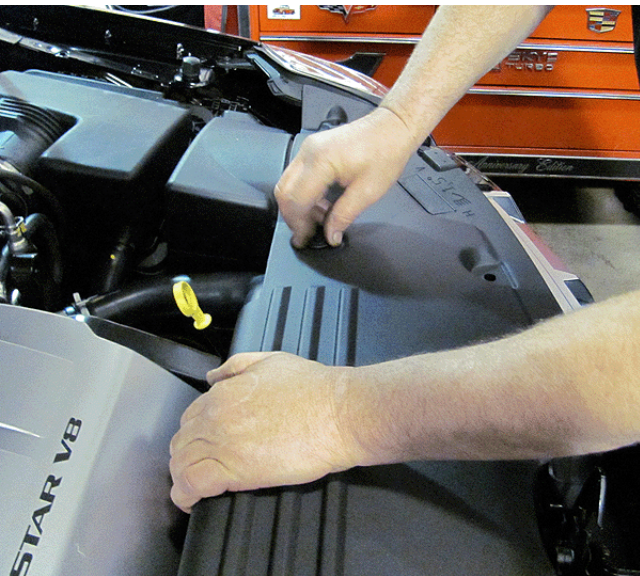
13. Secure the starter/alternator cables and engine wire harness with a tie strap (1), P/N 11509087, at the power steering line location (2). Ensure that the cables are NOT touching the power steering line or power steering line bracket.
14. Cut excess tie strap.
15. Push the head of the tie strap down.



16. Install the underhood electrical cover.
17. Close the hood of the vehicle.
18. Connect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

Coach Builder Limousine and Coach Builder Limousine Armored Vehicle

1. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
2. Open the hood of the vehicle.

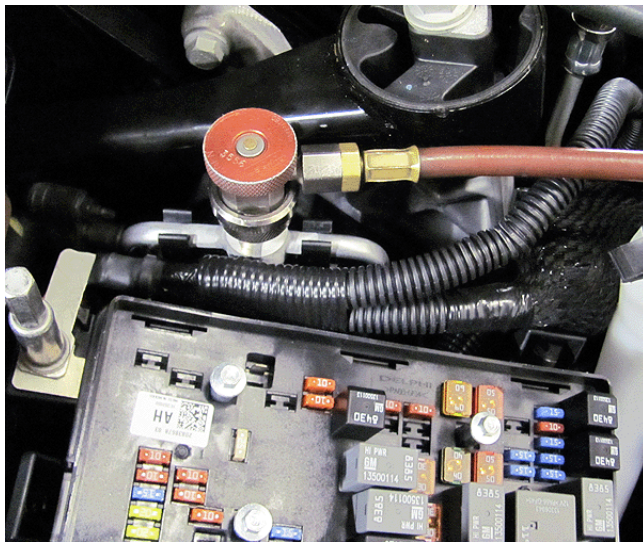


3. Remove the front compartment sight shield. Refer to *Front Compartment Sight Shield Replacement* in SI.



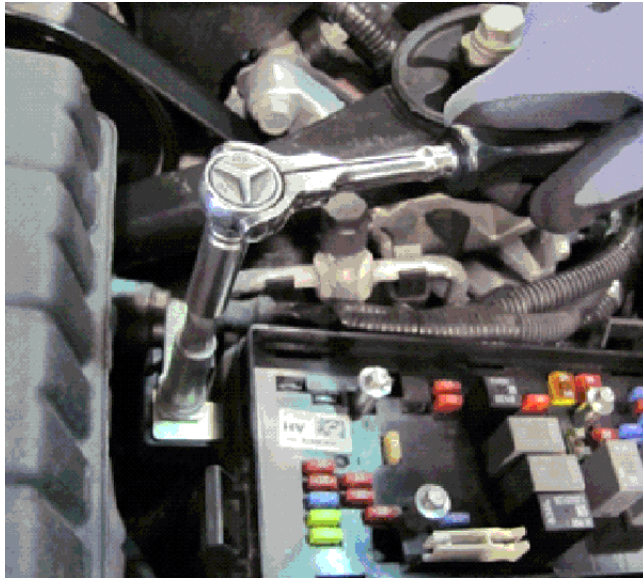
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4. Locate the underhood electrical center.
5. Disengage the electrical center cover lock tabs and remove the cover.



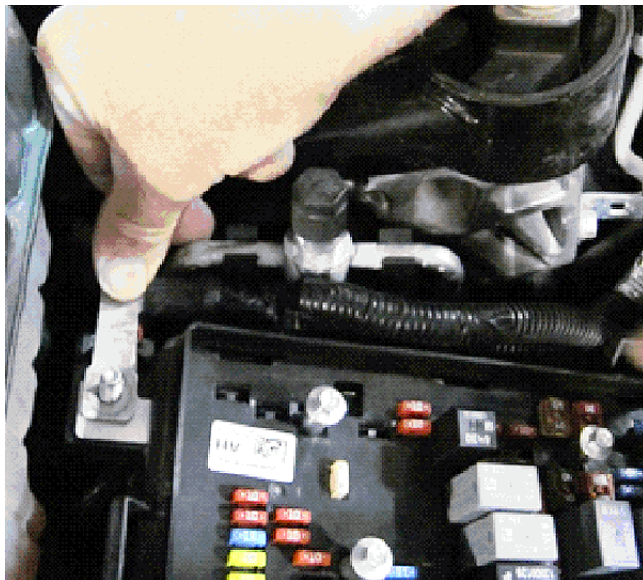
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6. Recover the A/C refrigerant. Refer to *Refrigerant Recovery and Recharging* in SI.



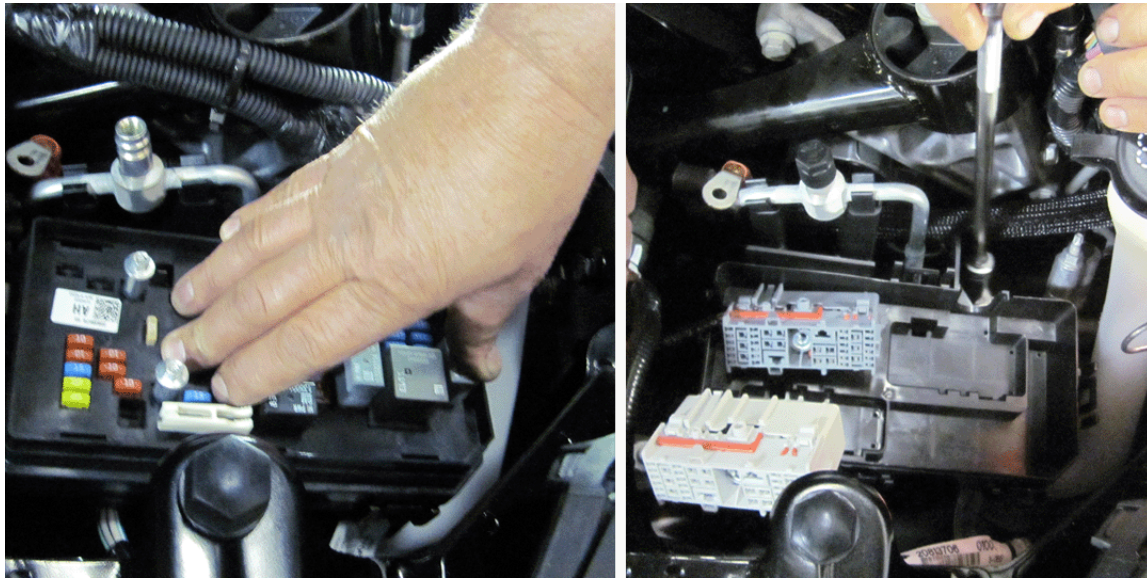
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7. Remove the fastener securing the starter and alternator cables.

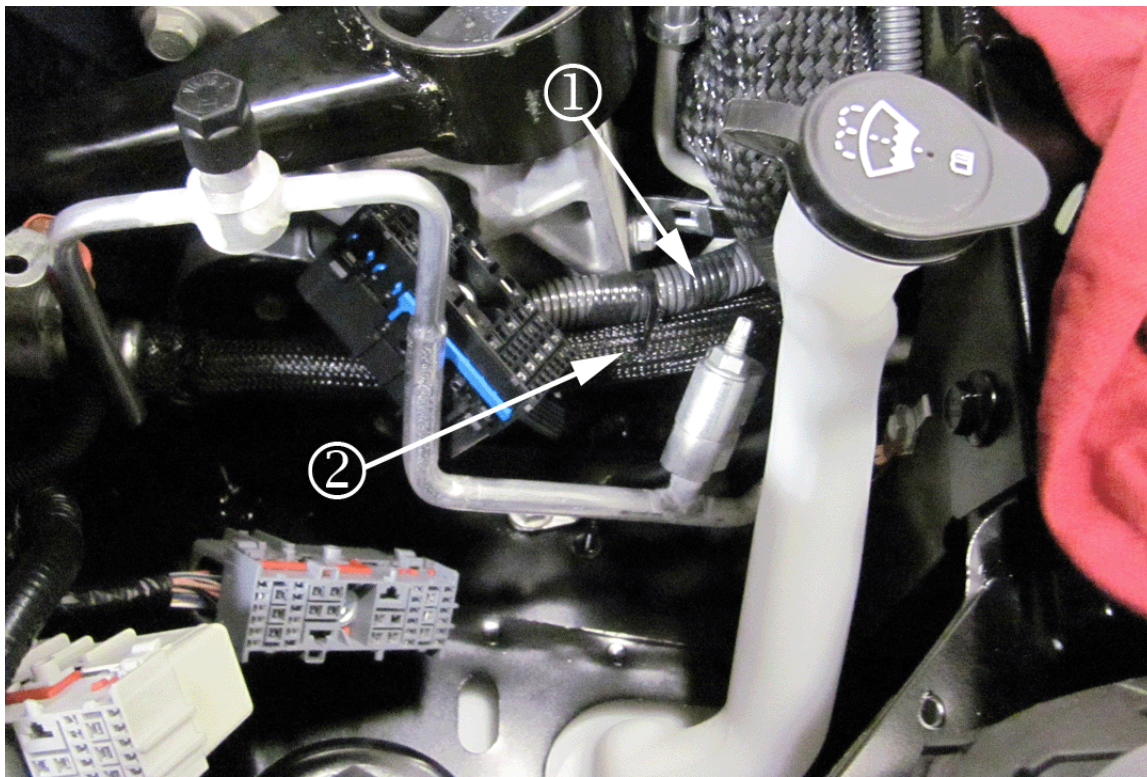


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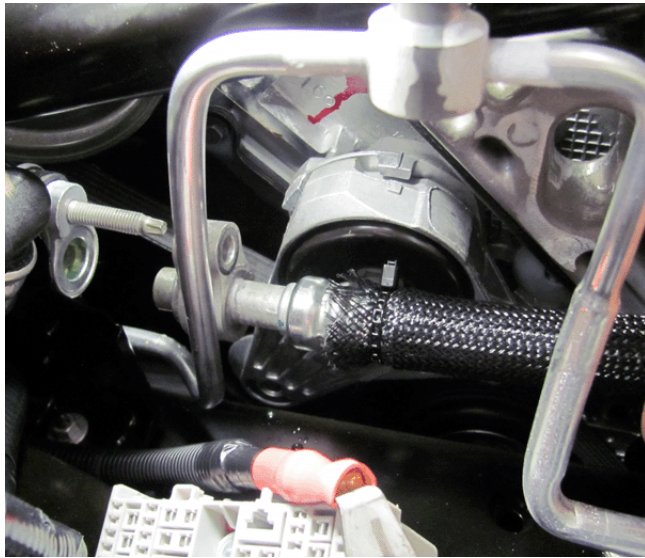
8. Remove the starter and alternator cables and positive battery cable from the underhood electrical center stud.



9. Remove the underhood electrical center from the vehicle. Refer to *Underhood Electrical Center or Junction Block Replacement* in SI.

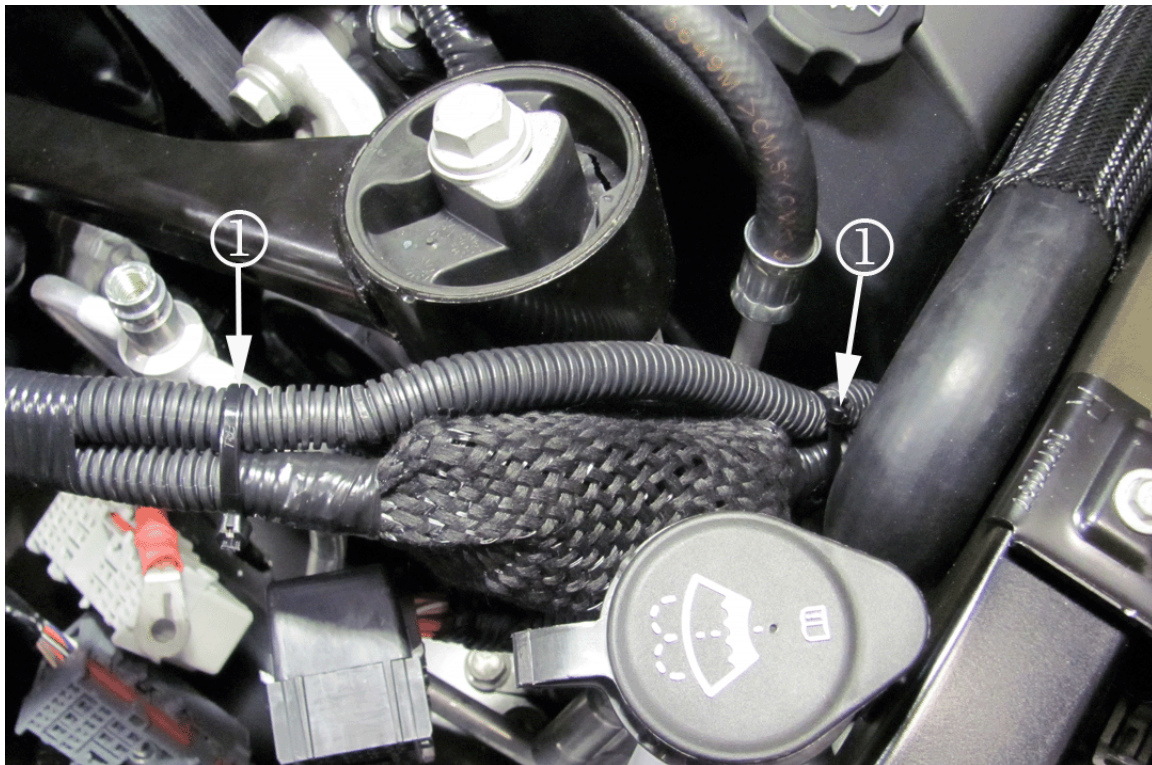


10. Identify the air conditioning evaporator hose (2) and the engine wire harness (1).



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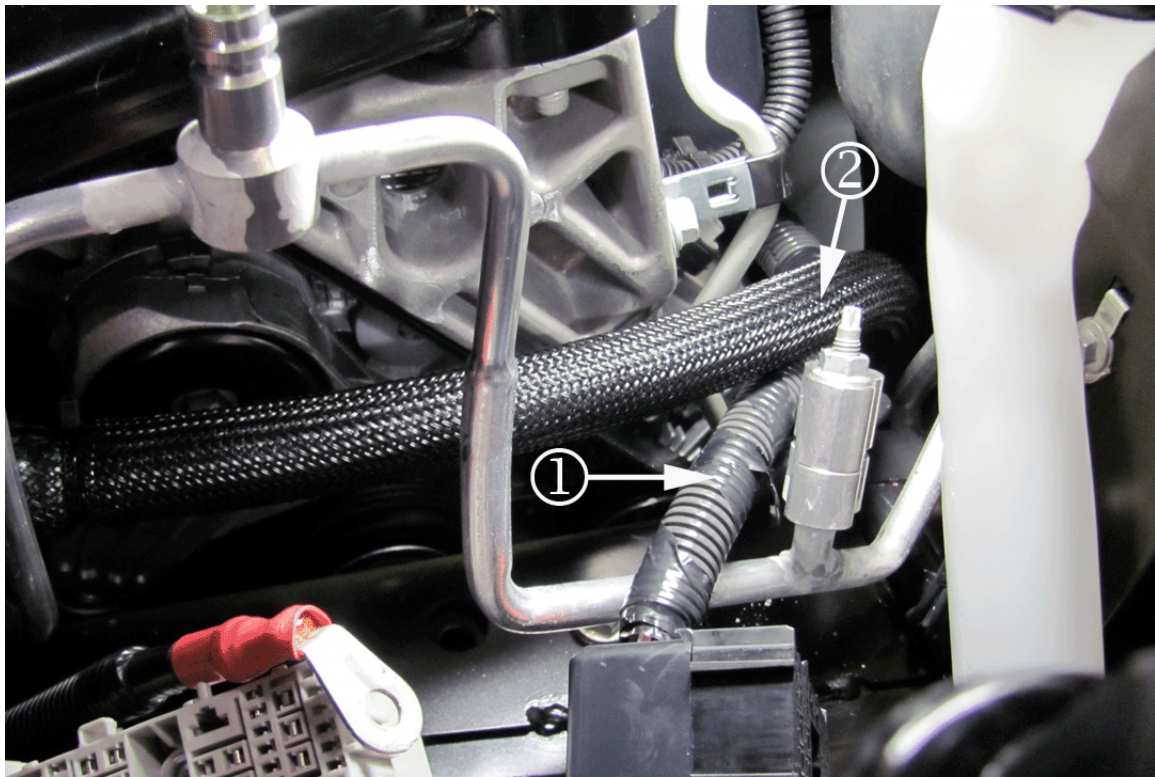
11. Disconnect the air conditioning evaporator hose.



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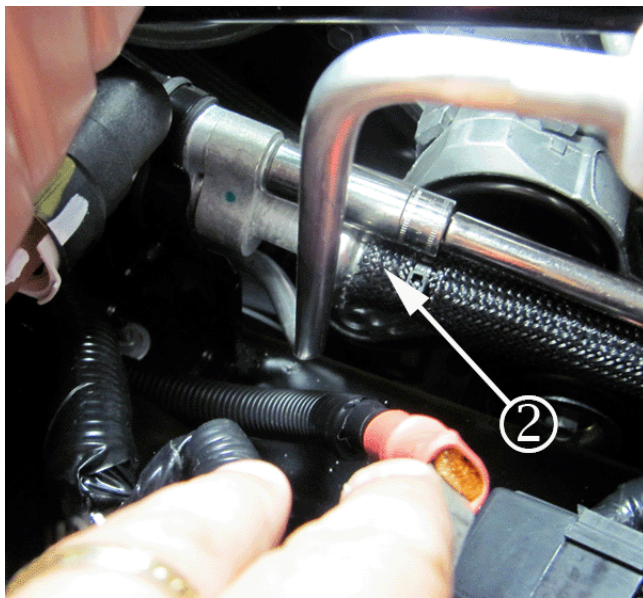
Note: The starter and alternator cables are secured with two tie straps. Refer to the illustration for the location of the two tie straps (1). The lower tie strap is located near the radiator hose.

12. Cut the lower tie strap (1) that secures the starter and alternator cables.



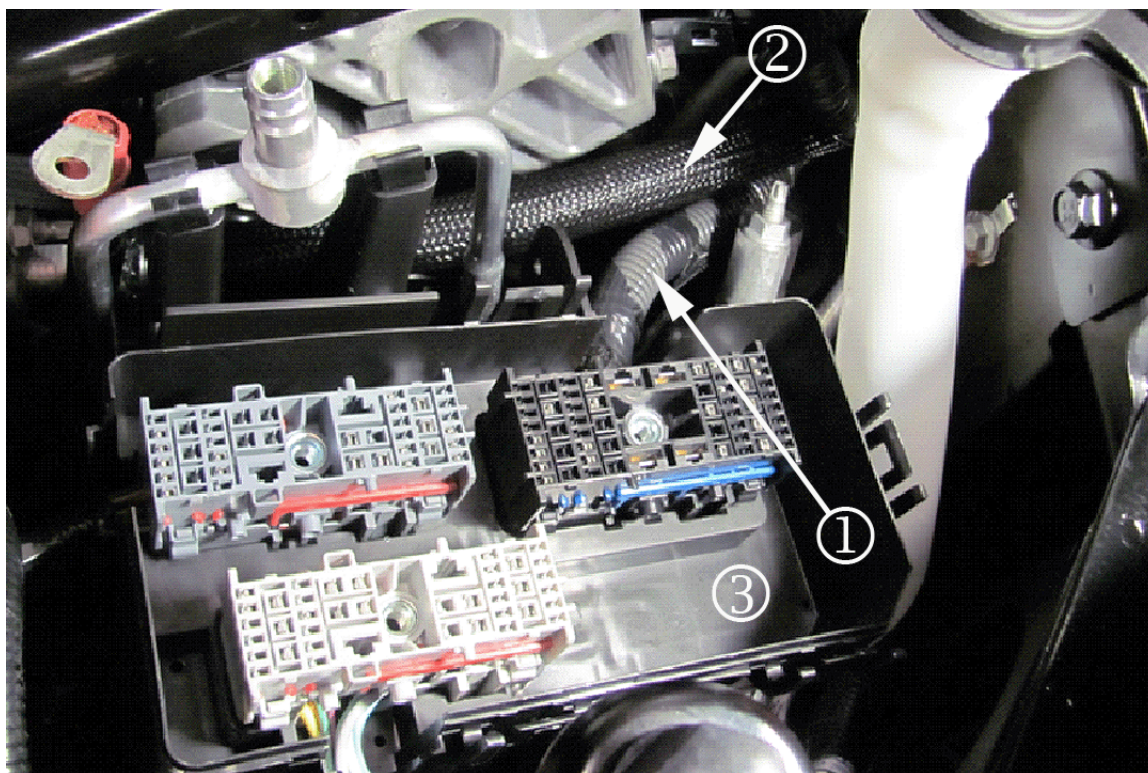
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13. Route engine wire harness (1) under the air conditioning evaporator hose (2).



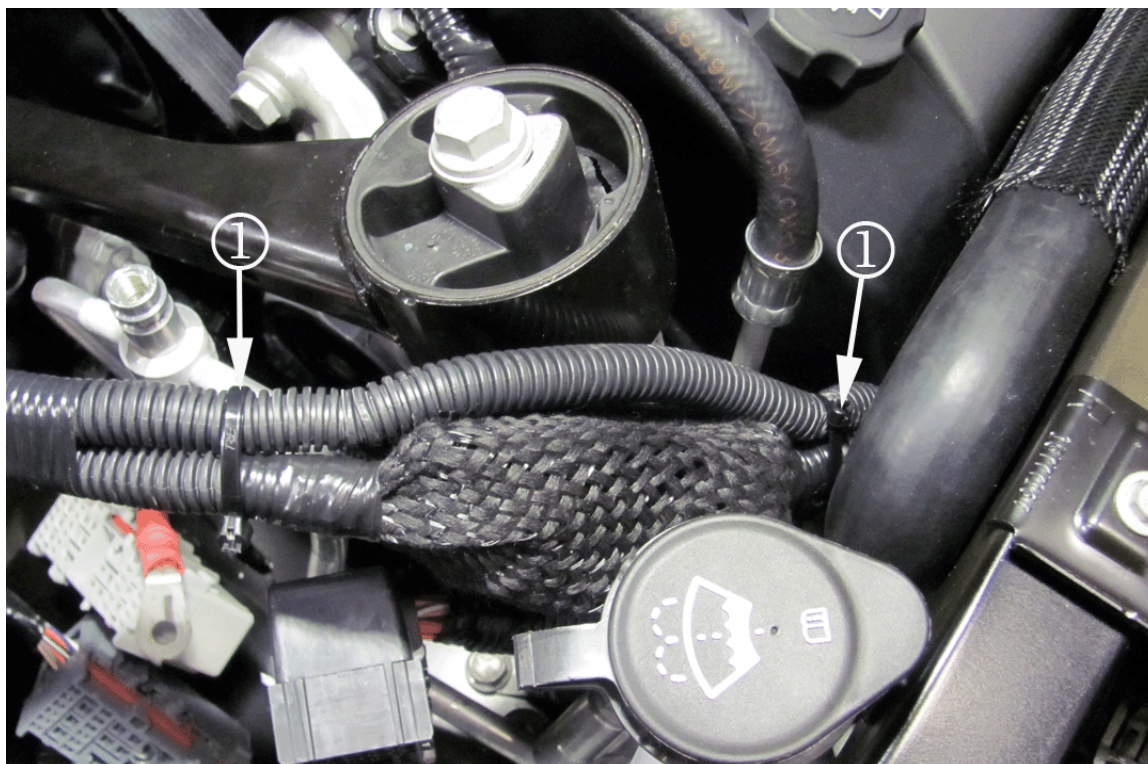
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14. Re-connect the air conditioning evaporator hose (2).



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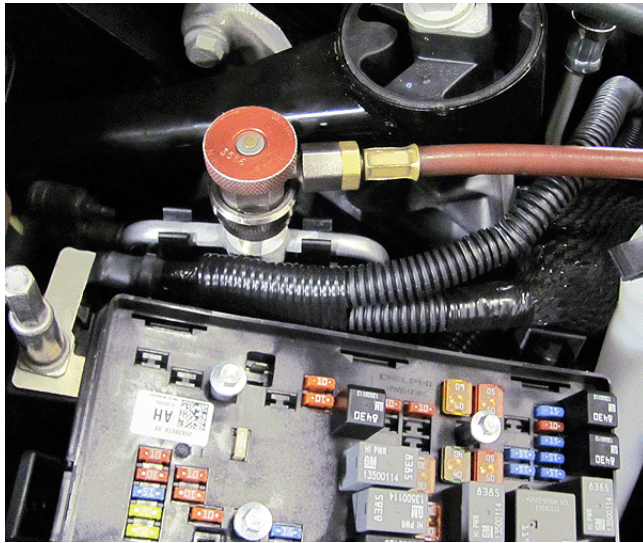
15. Install the underhood electrical center (3) into the vehicle. Refer to *Underhood Electrical Center or Junction Block Replacement* in SI.



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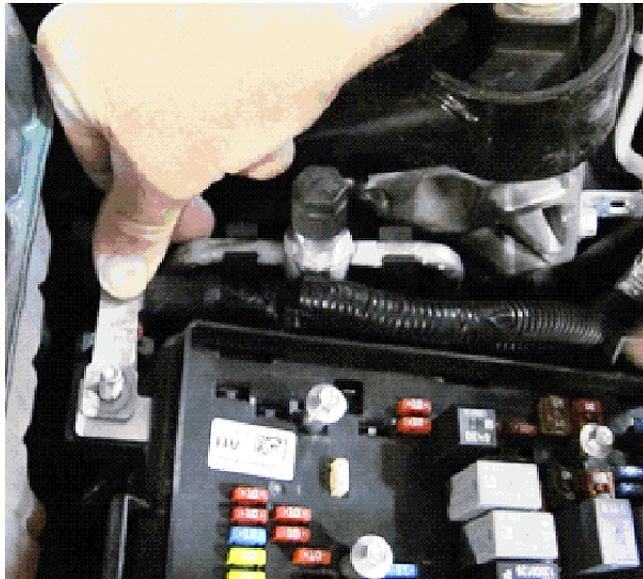
Note: The starter and alternator cables are secured with two tie straps. Refer to the illustration for the location of the two tie straps (1). The lower tie strap is located near the radiator hose.

16. Install a new lower tie strap (1), P/N 11509087, onto the starter and alternator cables.



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17. Recharge the A/C system. Refer to *Refrigerant Recovery and Recharging* in SI.



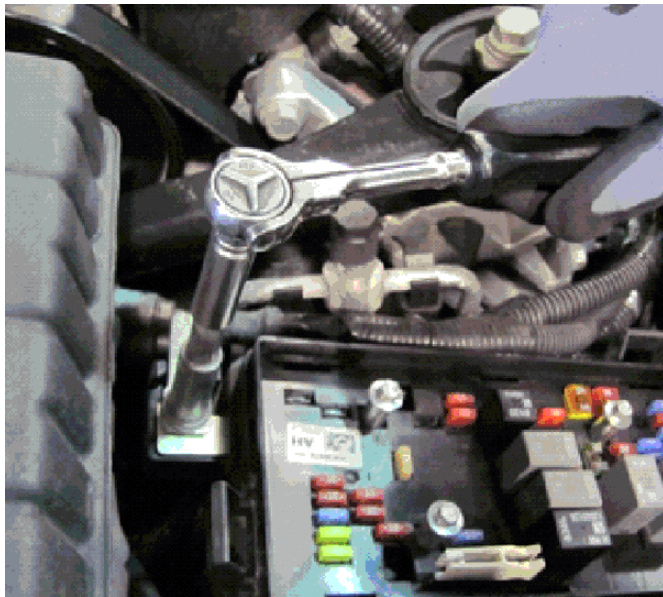
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18. Install the starter and alternator cables and positive battery cable to the underhood electrical center stud.



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19. Ensure that the starter/alternator cables and engine wire harness do NOT contact the power steering return line or power steering line bracket (1).



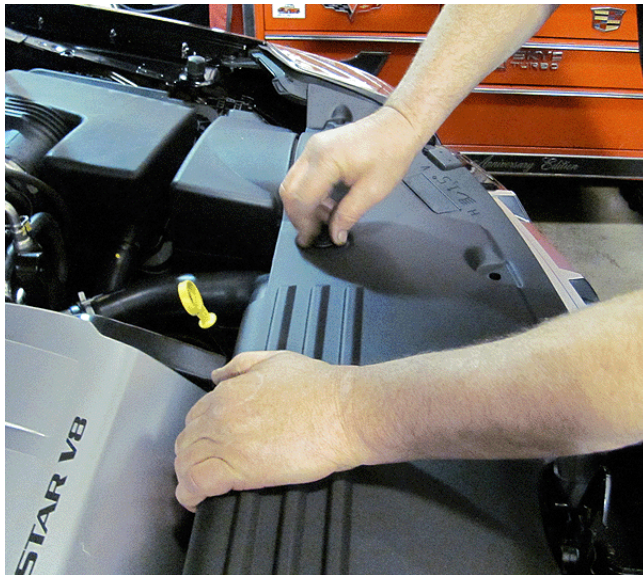
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20. Tighten the stud fastener to 15 N·m (11 lb-ft).



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21. Install the underhood electrical center cover.

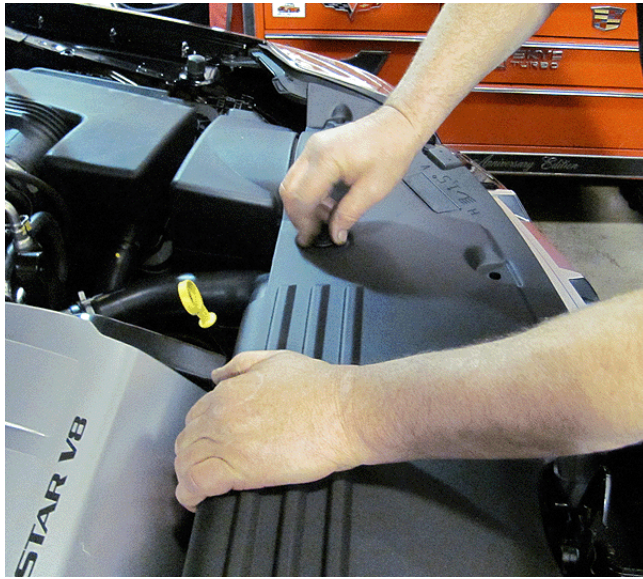


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22. Install the front compartment sight shield. Refer to *Front Compartment Sight Shield Replacement* in SI.
23. Close the hood of the vehicle.
24. Connect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

Coach Builder Hearse Vehicles

1. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
2. Open the hood of the vehicle.



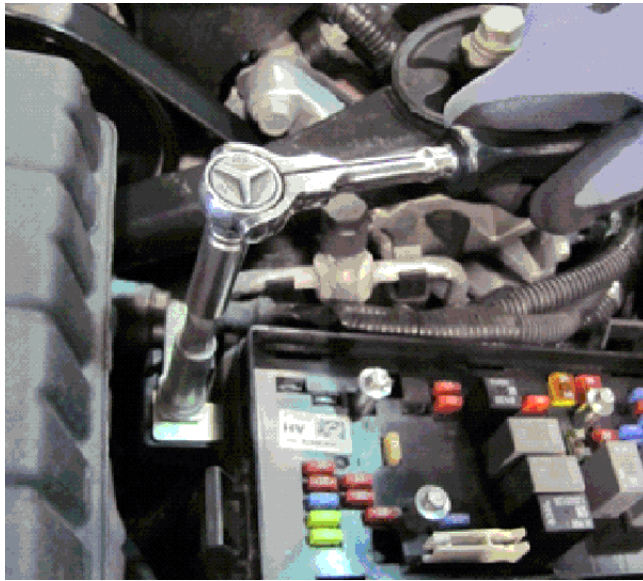
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3. Remove the front compartment sight shield. Refer to *Front Compartment Sight Shield Replacement* in SI.



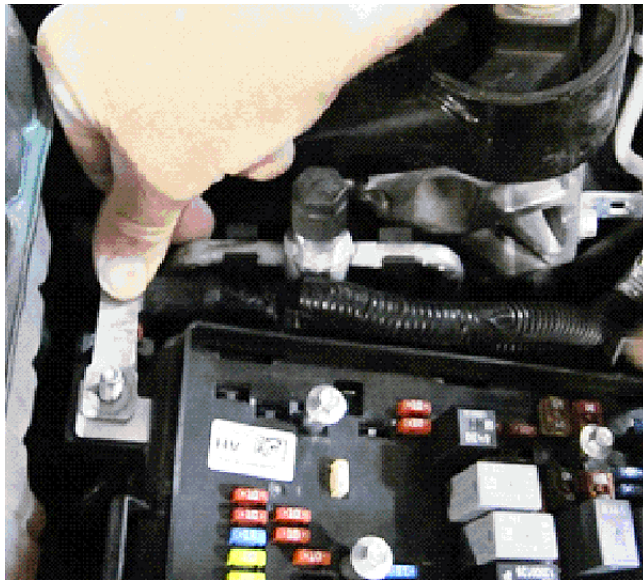
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4. Locate the underhood electrical center.
5. Disengage the electrical center cover lock tabs and remove the cover.



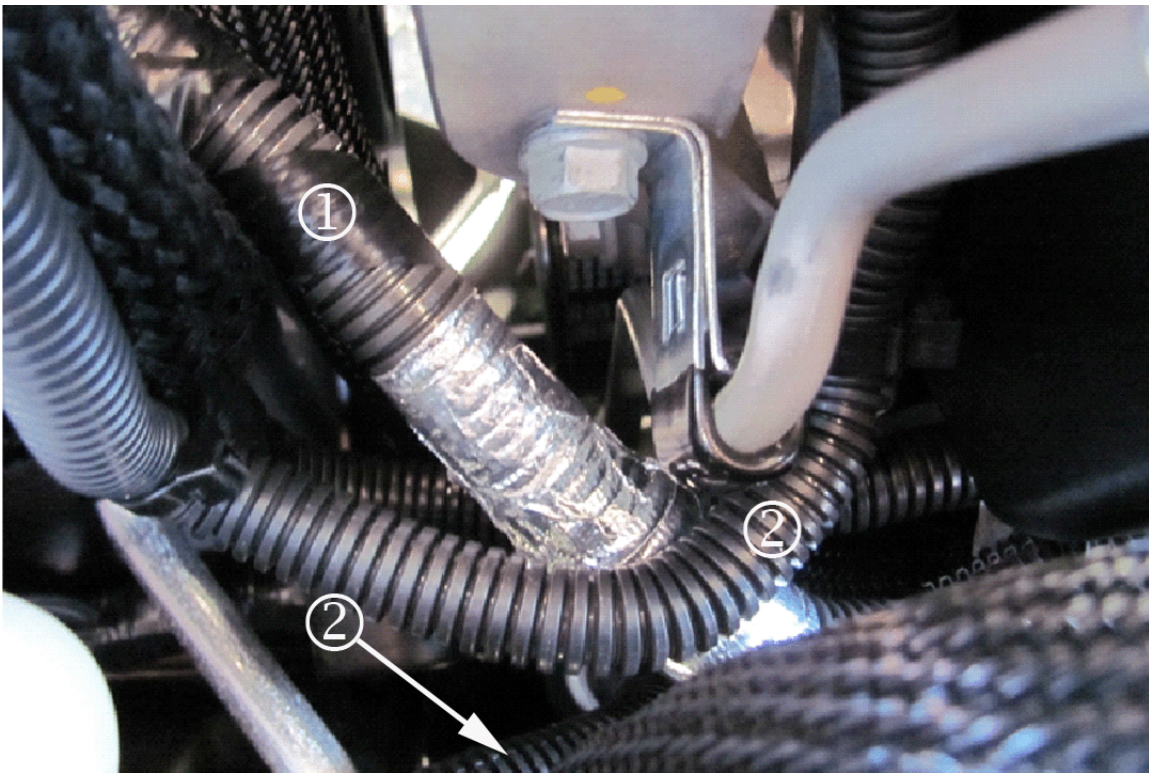
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6. Remove the fastener securing the starter and alternator cables.



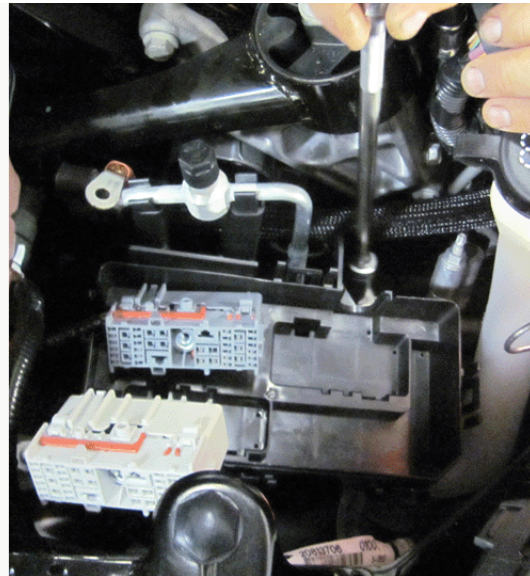
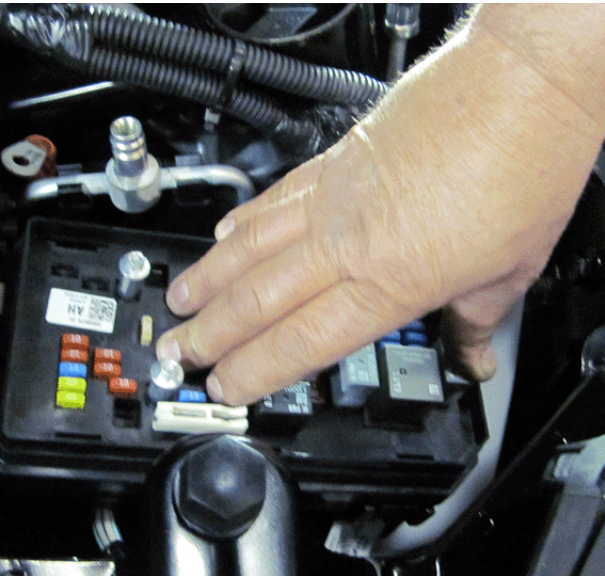
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7. Remove the starter and alternator cables and positive battery cable from the underhood electrical center stud.



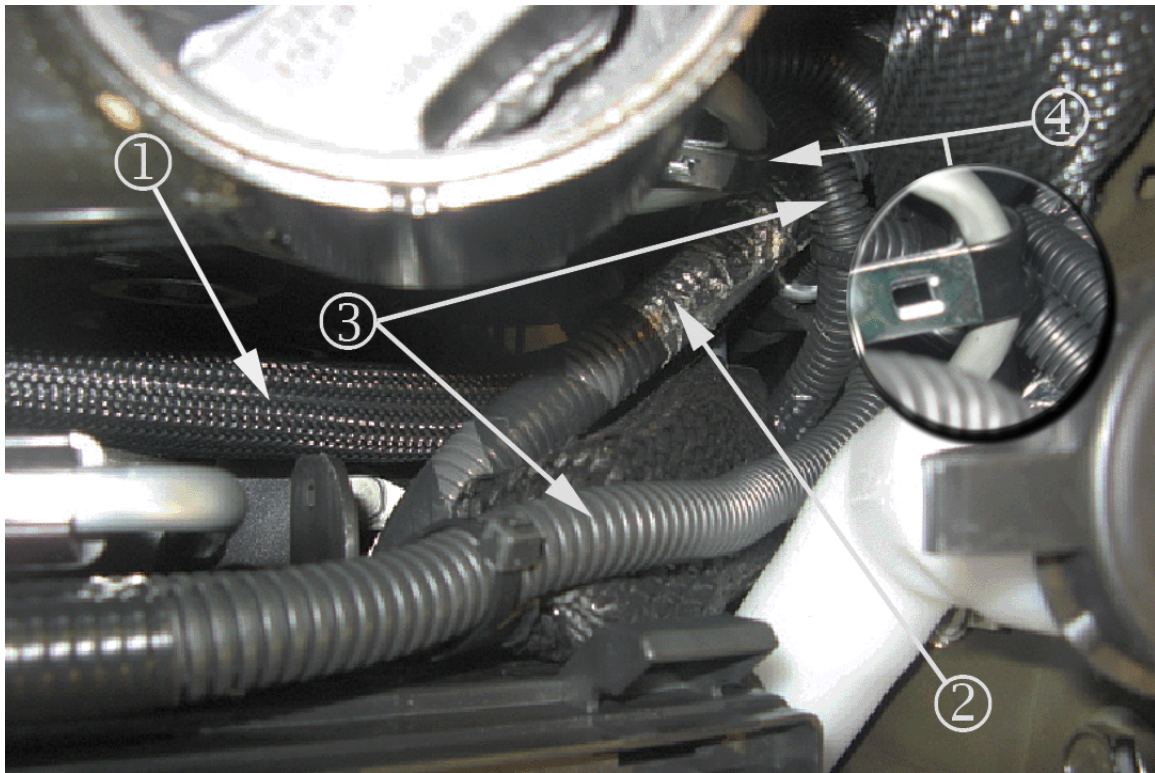
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8. Determine if the engine wire harness (1) has been routed between the starter and alternator cables (2).
 - If the engine wire harness (1) is routed between the starter and alternator cables (2), proceed to Step 9.
 - If the engine wire harness (1) is NOT routed between the starter and alternator cables (2), proceed to Step 10.



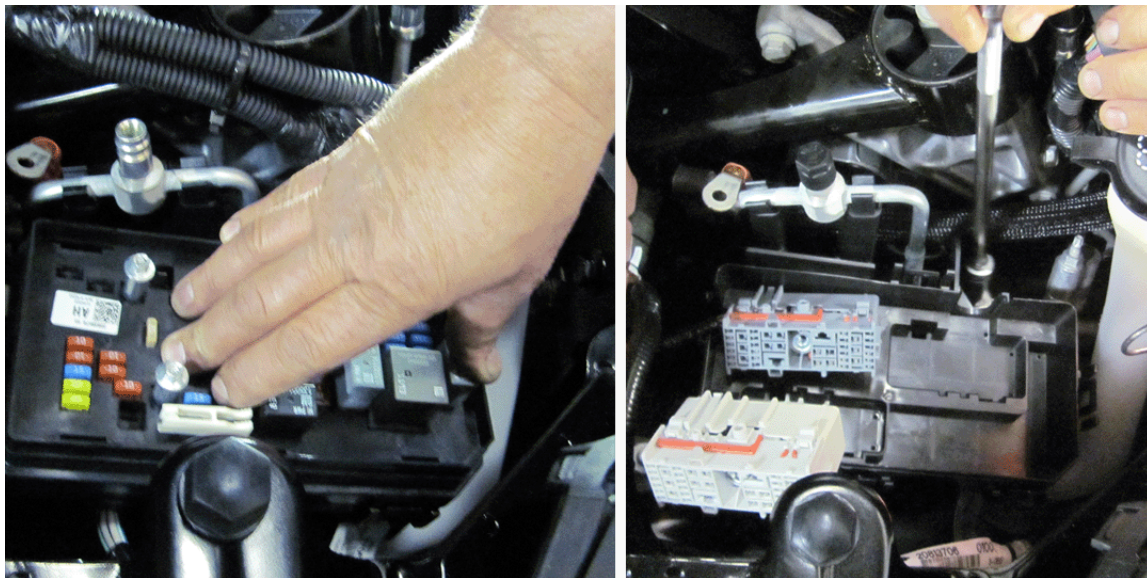
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9. Remove the underhood electrical center from the vehicle. Refer to *Underhood Electrical Center or Junction Block Replacement* in SI.



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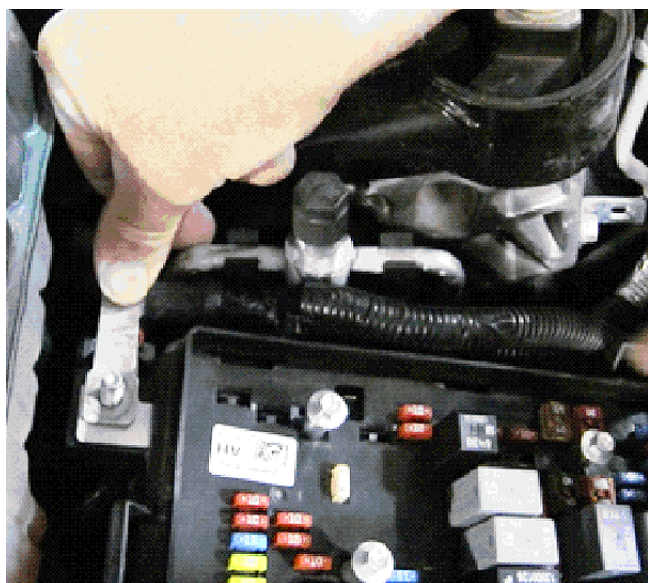
10. Route the engine wire harness (2) and starter and alternator cables (3) over the air conditioning evaporator hose (1) and **BELOW** the power steering line and bracket (4). Ensure that the engine wire harness (2) and starter and alternator cables (3) do **NOT** contact the power steering line or power steering line bracket (4).
11. Secure the engine wire harness and starter and alternator cables with a tie strap, P/N 11509087, and tuck the lines under the upper radiator hose.



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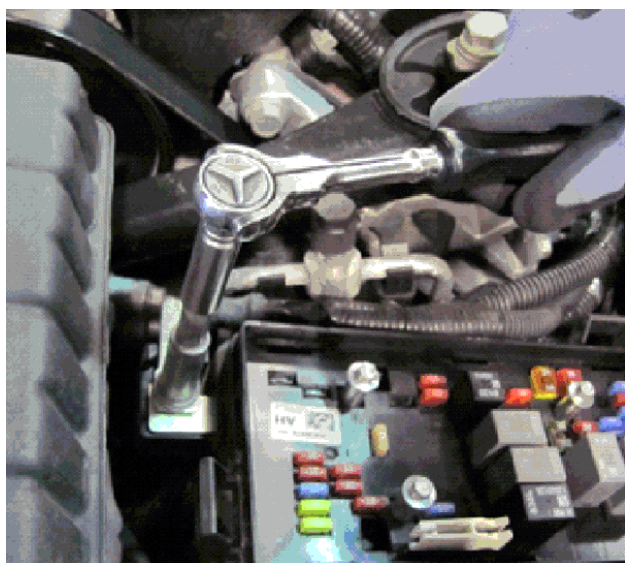
Note: Performing Step 12 is **NOT** required if the underhood electrical center was not removed in Step 9.

12. Install the underhood electrical center. Refer to *Underhood Electrical Center or Junction Block Replacement* in SI.



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13. Install the starter and alternator cables and positive battery cable from the underhood electrical center stud.



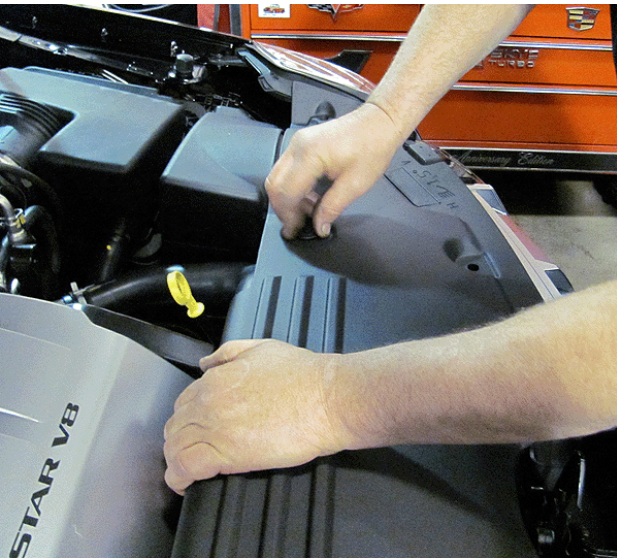
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14. Install the fastener securing the starter and alternator cables.



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15. Install the underhood electrical center cover.



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16. Install the front compartment sight shield. Refer to *Front Compartment Sight Shield Replacement* in SI.
17. Close the hood of the vehicle.
18. Connect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

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

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2346	Reroute & Secure Cable/Harness	
	- Non Limo/Hearse/Armored Vehicles	0.3
	- Limo/Limo Armored Vehicles	0.8
	- Hearse Vehicles	0.3
	Add: Remove & Install Underhood Electrical Center (Hearse Only)	0.2

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.



November 2010

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, which relates to motor vehicle safety, exists in certain 2010 and 2011 model year Buick Lucerne vehicles equipped with a V8 engine, and Cadillac DTS 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 10351.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have been built where the starter or alternator cable is in contact with the power steering return line. If either the starter or alternator cable is contacting the power steering return line, the cable could wear through the line, cause a power steering fluid leak, and a loss of power steering. The contact may also wear the cable protective wrap, conduit, and wire insulation so there is metal to metal contact. This could result in battery drain. If arcing occurs due to engine vibration and roll, it may burn a hole in the return line and allow power steering fluid to leak and potentially ignite, resulting in a possible engine compartment fire.

What will we do?

Your GM dealer will secure and, if necessary, reroute the lines to prevent contact. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 20 to 50 minutes.

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 Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer 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
Cadillac	1-866-982-2339	1-800-833-2622
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 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.

Jim Moloney
General Director,
Customer and Relationship Services