



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Safety Belt Buckle Anchor Fracture

MODELS: 2011 Cadillac SRX
2011 Chevrolet Equinox
2011 GMC Terrain

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2011 model year Cadillac SRX, Chevrolet Equinox, and GMC Terrain. On some of these vehicles, the driver and/or front passenger safety belt buckle anchor may fracture and separate near the seat attachment in a vehicle crash. If this were to occur, the safety belt system may not restrain the occupant(s) as designed and could increase the risk of injury.

CORRECTION

Dealers are to modify the passenger and, in some cases, the driver safety belt buckles.

VEHICLES INVOLVED

Involved are **certain** 2011 model year Cadillac SRX, Chevrolet Equinox, GMC Terrain vehicles.

All involved vehicles are identified by VIN in the Global Warranty Management System - Investigate Vehicle History (GMVIS2) Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is essential to routinely verify eligibility because not all similar vehicles may be involved regardless of description or option content.

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

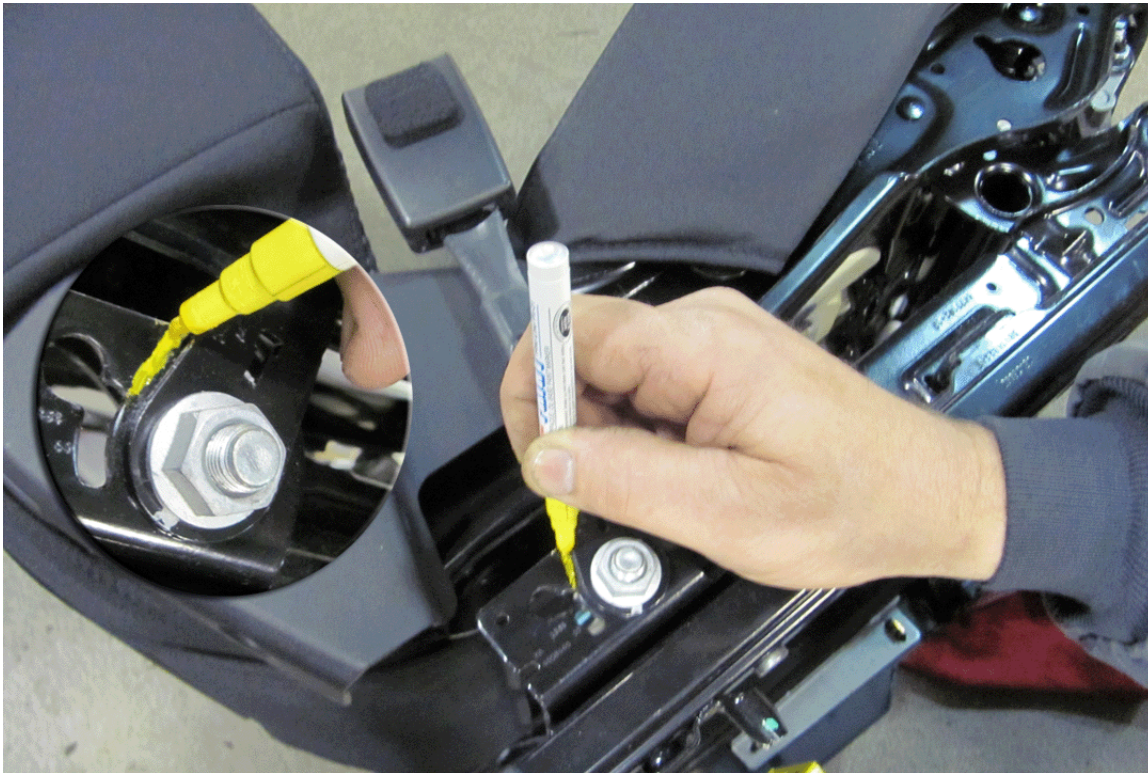
states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

No parts are required for this recall.

SERVICE PROCEDURE

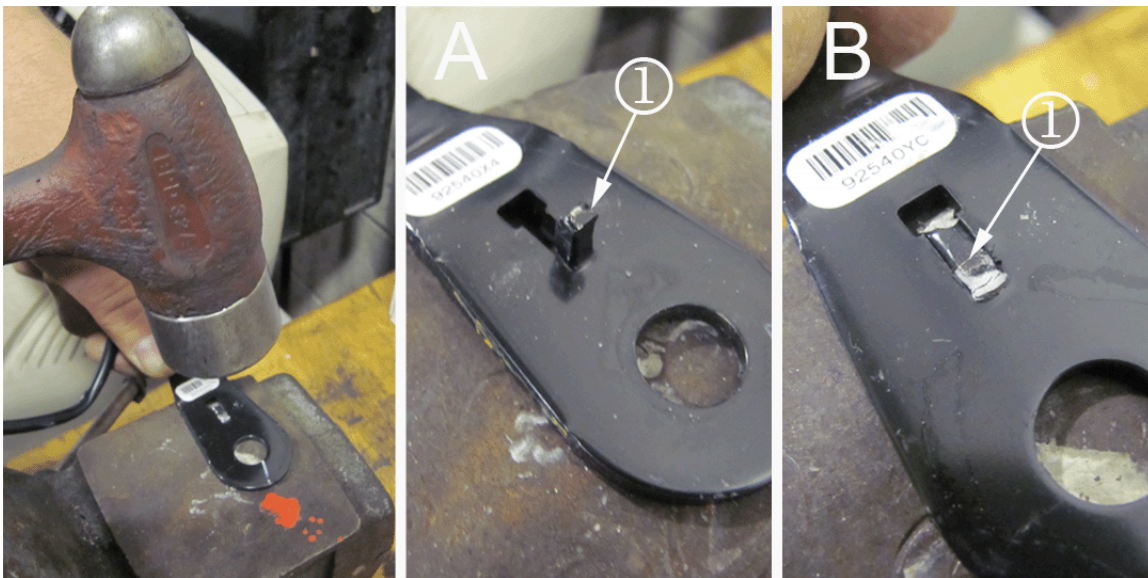
1. Determine which seat belt buckle(s) require rework.
 - SRX – the driver and passenger seat belt buckles require rework. Proceed to Step 2.
 - Equinox/Torrent – Determine the 11th character of the VIN (will be the number following the "B").
 - If the 11th character of the VIN is "1" and the last 8 of the VIN is lower than B1147725, the driver and passenger seat belt buckles require rework.
 - If the 11th character of the VIN is "1" and the last 8 of the VIN is equal to or greater than B1147725, only the passenger seat belt buckle requires rework. The driver seat belt buckle has already been reworked.
 - If the 11th character of the VIN is "6" and the last 8 of VIN is lower than B6242515, the driver and passenger seat belt buckles require rework.
 - If the 11th character of the VIN is "6" and the last 8 of the VIN is equal to or greater than B6242515, only the passenger seat belt buckle requires rework. The driver seat belt buckle has already been reworked.
2. Based on the determination of Step 1, remove the appropriate seat(s) from the vehicle. Refer to *Front Seat Replacement* in SI.



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Note: The seat belt buckle assembly angle must be marked with a marker prior to removal so that the seat belt buckle assembly alignment is correct on reassembly.

3. Use a marker to highlight the edge of the seat belt buckle assembly to the seat frame. Refer to illustration.
4. Remove the seat belt buckle assembly and place it on a work bench or vise.



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5. Using a hammer, bend the anti-rotation tab (1) on the seat belt buckle assembly. Ensure that the anti-rotation tab is bent down into the tab notch (B). Refer to the illustration.

Note: Use the seat buckle assembly orientation reference mark created in Step 3 to ensure that the seat belt buckle assembly is installed at the correct angle.

6. Re-install the seat belt buckle assemblies to the appropriate seat(s). Refer to *Front Seat Belt Buckle Replacement* in SI.
7. Install the seat(s). Refer to *Front Seat Replacement* 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
V2364	Rework Passenger Seat Belt Buckle Assembly	0.4
	Add: Rework Driver Seat Belt Buckle Assembly	0.3

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.



January 2011

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 2011 model year Cadillac SRX, Chevrolet Equinox, and GMC Terrain 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 10370.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The driver and/or front passenger safety belt buckle anchor may fracture and separate near the seat attachment in a vehicle crash. If this were to occur, the safety belt system may not restrain the occupant(s) as designed and could increase the risk of injury.

What will we do?

Your GM dealer will modify the driver and/or passenger safety belt buckle. 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 service correction time of approximately 45 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)
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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