



File In Section: Product Recalls
Bulletin No.: 11162C
Date: July 2011

Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Right Roof-Rail Airbag May Not Deploy if Right Front Seat Unoccupied

MODELS: 2011 Cadillac SRX
Equipped with Passenger Sensing System (RPO AL0)

The service procedure in this bulletin has been revised. A Note Statement has been added before Step 2.4. Please discard all copies of bulletin 11162B, issued June 2011.

CONDITION

General Motors has decided that certain 2011 model year Cadillac SRX vehicles equipped with a Passenger Sensing System (RPO AL0) fail to conform to the owner manual information required in Federal/Canada Motor Vehicle Safety Standard 208. The owner manual states that the roof-rail airbags are not affected by the passenger sensing system (PSS); however, these vehicles are programmed to turn off the right roof-rail airbag in some crashes if the PSS senses the right front seat is not occupied. The roof-rail airbag will still deploy during a vehicle rollover. With this condition, the vehicle meets government standards for side impact protection but the right rear seating position may not have coverage of a roof-rail airbag in certain frontal and side crashes.

CORRECTION

Dealers are to reprogram the Sensing and Diagnostic Module so that the PSS will not affect the roof-rail airbag.

VEHICLES INVOLVED

Involved are **certain** 2011 model year Cadillac SRX vehicles equipped with a Passenger Sensing System (RPO AL0).

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 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 dealers through the GM GlobalConnect Recall Reports. 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

Do not attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. When using a MDI for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 05/20/11** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
2. Reprogram the inflatable restraint and sensing diagnostic module (SDM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
 - 2.1 Connect the MDI to the vehicle.
 - 2.2 Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.

Note: After programming the SDM, a SDM setup is required. Refer to *Inflatable Restraint Sensing and Diagnostic Module Programming and Setup* in SI.

- 2.3 Select *SDM Inflatable Restraint Sensing and Diagnostic Module -- Programming* from the Supported Controllers screen.

Note: While programming the SDM, one of the following pop-up screens may be displayed, or one of the following events may occur:

- “Unknown Reprogramming Error!” message.
- “Reprogramming Error! Check all Connections and Reset Programming Interface” message.
- “You are Attempting to Reprogram with the Same Calibration” and programming will not complete after retrying.
- Programming event was interrupted and programming will not complete after retrying.

If any of the above situations occur and you can't complete the programming event, perform the following steps:

1. Proceed back to Supported Controllers screen and select SDM Inflatable Restraint Sensing and Diagnostic Module – Programming. DO NOT use "Proceed with Same VIN."
2. Select Next until the Summary screen is reached. Compare Current part numbers to the Selected part numbers.
 - If the part numbers are the same between the two, proceed to Step 2.6.
 - If the part numbers are different, attempt to continue programming one more time before contacting the Techline Customer Support Center (TCSC). TCSC should be contacted prior to replacing the SDM. The phone number is 1-800-828-6860 (English) or 1-800-503-3222 (French).
- 2.4 Follow the on-screen instructions.
- 2.5 At the Programming Complete screen select Proceed with same VIN.
- 2.6 Select SDM Inflatable Restraint Sensing and Diagnostic Module -- Setup from the Supported Controllers screen.

Note: To perform Setup, the vehicle needs to be cycled in and out of RUN mode (Ignition ON). If not in RUN mode, when required, the Setup procedure will not complete. To ensure the vehicle is in an ignition 'on' engine 'off' (RUN) mode press and hold the start button (foot off the brake) for a minimum of 10sec, until there is a full gage sweep on the IPC and Cadillac crest displayed on the DIC.

- 2.7 Follow the on-screen instructions.
3. Clear all diagnostic trouble codes (DTCs).

COURTESY TRANSPORTATION

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
V2437	Reprogram SDM	0.4

CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

DEALER RECALL RESPONSIBILITY – For US (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 facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's 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 facility 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.



June 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 certain 2011 model year Cadillac SRX vehicles equipped with a Passenger Sensing System fail to conform to Federal/Canada Motor Vehicle Safety Standard 208. As a result, GM is conducting a 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 recall 11162.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your Owner Manual states that the roof-rail airbags are not affected by the passenger sensing system (PSS); however, this information is not correct for your vehicle. Your vehicle is programmed to turn off the right roof-rail airbag in some crashes if the PSS senses the right front seat is not occupied. While the vehicle meets government standards for side impact protection, a person seated in the right rear seating position may not be protected by the roof-rail airbag in certain frontal and side crashes, and therefore, could be at an increased risk of injury in a crash.

What will we do?

Your GM dealer will reprogram the Sensing and Diagnostic Module so that the PSS will not affect the roof-rail airbag and it will deploy even when the right front seat is unoccupied. 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 reprogramming time of approximately 25 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.

Division	Number	Text Telephones (TTY)
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