



File In Section: Product Recalls  
Bulletin No.: 11322A  
Date: December 2011

# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** No Warning Light or Chime When Driver Safety Belt is Not Fastened

**MODELS:** 2012 Chevrolet Colorado  
2012 GMC Canyon

This bulletin is being revised to include a copy of the customer letter. Please discard all copies of bulletin 11322, issued November 2011.

### CONDITION

General Motors has decided that certain 2012 model year Chevrolet Colorado and GMC Canyon vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 208, Occupant Crash Protection. These vehicles may have been produced with driver safety belt buckle electrical connector terminals that do not fit snugly with the connector pins, causing the connection to be intermittent. With this condition, the driver may not receive a visual or audible warning when the driver safety belt is not fastened. The safety belt will function properly when the latch plate is inserted.

### CORRECTION

Dealers are to install new driver and passenger safety belt buckle electrical connector terminals.

### VEHICLES INVOLVED

Involved are **certain** 2012 model year Chevrolet Colorado and GMC Canyon vehicles.

**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 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.

Part Number	Description	Quantity/Vehicle
19206781*	TERMINAL,M/P 150 SERIES FEMALE	4

\* SPX Kent-Moore J-38125 Kit, Terminal P/N 12064971 (located in Tray #5) can be substituted.

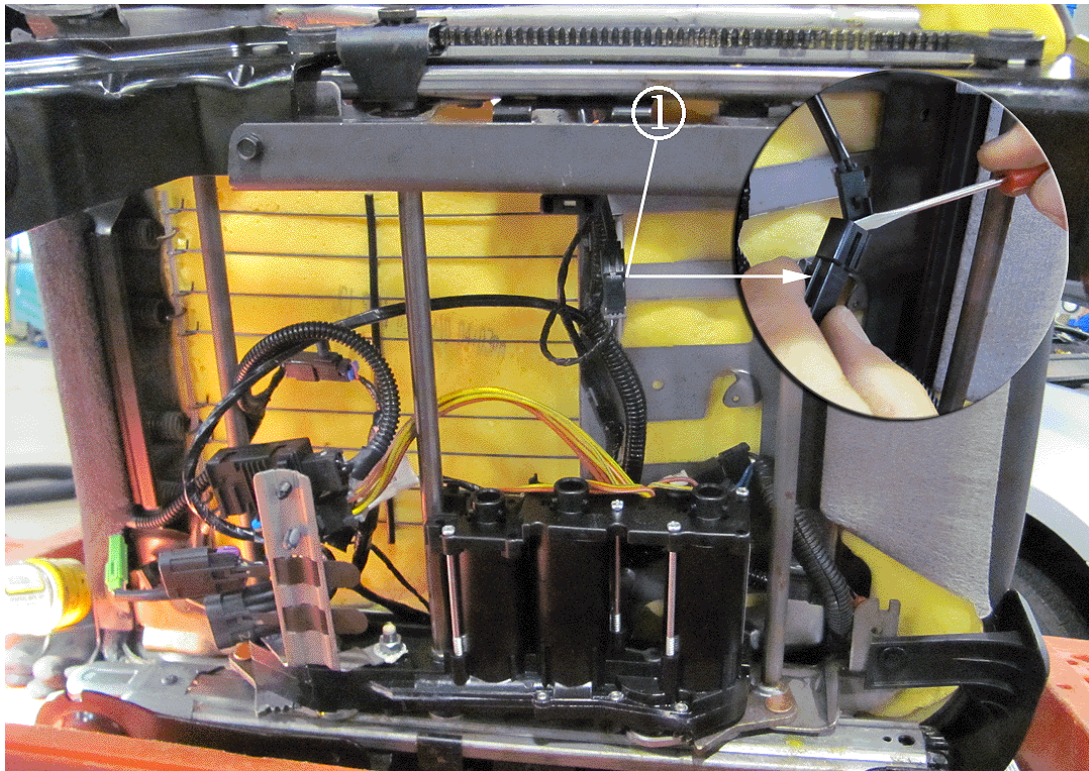
#### SERVICE PROCEDURE

##### Tools Required

- 12094429 Removal Tool
- J-38125-7 Crimp Tool

**Note:** Perform the service procedure on the front driver and passenger side seats.

1. Remove the front driver and passenger seat from the vehicle. Refer to *Front Seat Replacement –Bucket or Split Bench Seat Replacement* in SI.
2. Place the seats on a work bench.
3. Secure the seat on its side to gain access to the buckle electrical connector.



2741368

**Note:** Front bucket driver seat shown, passenger bucket and split bench seats are similar. Remove the buckle electrical connector harness from the seat frame clip if required to repair the terminals.

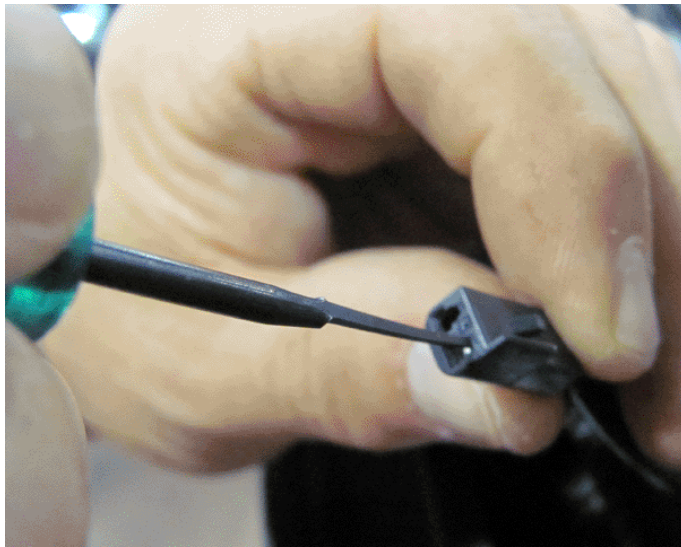
4. Locate the buckle electrical connector (1). The buckle electrical connector (1) is located under the seat cushion. Refer to illustration.
5. Disconnect the buckle electrical connector.



2741361

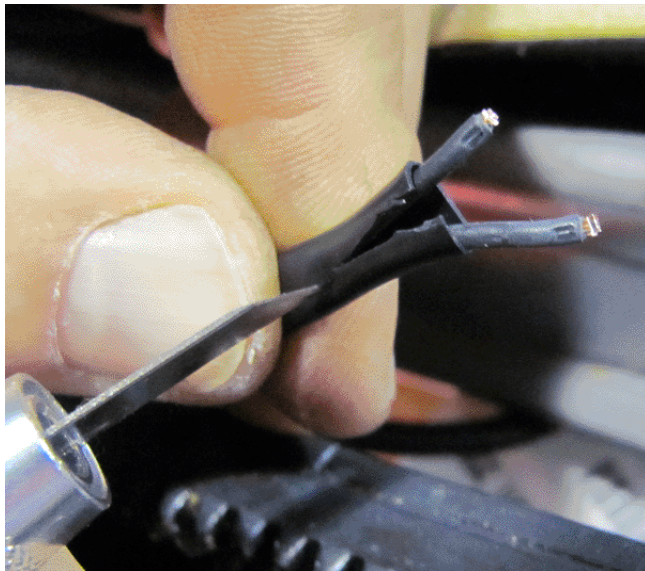
6. Remove the locking clip from the connector using a flat blade screw driver (or equivalent).





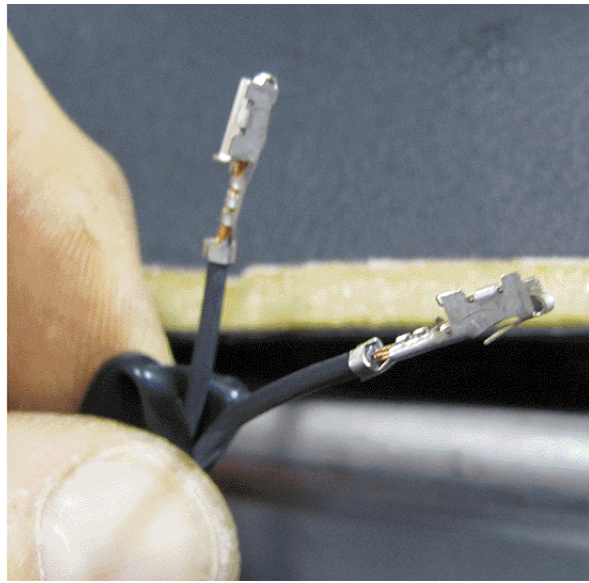
2741360

7. Remove the two terminals and wires (one at a time) from the connector body using a pick tool, P/N 12094429 (or equivalent). The pick tool is inserted on the same side of the terminal as the connector alignment and retention features. Pull on each wire with the tool inserted into the connector body.



2741365

8. Cut off the two terminals between the core and insulation crimp to minimize any wire loss. To minimize wire loss, remove only the insulation required.
9. Cut and remove a small portion of the wire sleeve at the wire ends.
10. Strip approximately 5mm of insulation from each wire.

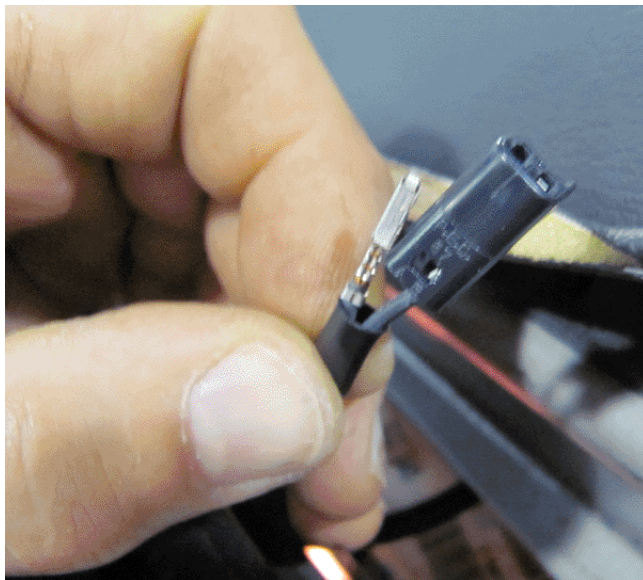


2741363

11. Position the stripped wire in the new terminal, P/N 12064971 or P/N 19206781.

**Note:** Use J-38125-7 crimp tool to install new terminals. Use crimp E for core and C for insulation.

12. Hand crimp the core wings first.
13. Hand crimp the insulation wings around the cable.
14. Solder all of the hand crimp terminals.



2741369

15. Install the two terminals into the connector body. They can only be inserted in one direction. The terminals do not need to be installed into the cavity from which they were originally removed.

**Caution:** If the buckle electrical connector clip is damaged, replace it with a new clip.

16. Install locking clip into connector body.
17. Install the front driver and passenger seats. Refer to *Front Seat Replacement—Bucket or Split Bench Seat Replacement* in SI.

18. Inspect the front seat belt buckles for proper function of the BELT CHIME and WARNING LIGHT for belted and unbelted passengers on both the driver and passenger side.

#### 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.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
V2517	Repair Driver and Front Passenger Buckle Electrical Connectors	1.1	*

- \* If terminals from the SPX Kent-Moore Kit were used, submit \$5.00 USD or \$5.09 CAD in Net Item. This Net Item is not allowed if terminals were obtained from GMCC&A.

#### 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.

**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.

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 2012 model year Chevrolet Colorado and GMC Canyon vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 208, Occupant Crash Protection. 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.

### **I M P O R T A N T**

- Your vehicle is involved in recall 11322.
- 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 produced with driver safety belt buckle electrical connector terminals that do not fit snugly with the connector pins, causing the connection to be intermittent. The loose connections may cause the driver to not receive a visual or audible warning that the driver seat belt is not fastened. Driving with an unfastened seat belt increases the risk of personal injury in the event of a crash.

**What will we do?**

Your GM dealer will install new driver and passenger safety belt buckle electrical connector terminals. 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 1 hour and 10 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)
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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 11V552.

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

GM Recall #11322