



# 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)

### 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 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.
  - 2.4 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.

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. 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.

