

GM CUSTOMER CARE AND AFTERSALES
DCS3165
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 25, 2014

Subject: 14030 - Safety Recall – Release from Stop Delivery Upon
Completion of Recall
Side Impact Airbag Connector

Models: Some 2008-09 and all 2010-13 Buick Enclave and GMC Acadia;
some 2009 and all 2010-13 Chevrolet Traverse; and some 2008-
09 and all 2010 Saturn OUTLOOK

To: All GM Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
Used Vehicle Sales Manager, and Warranty Administrator

General Motors is announcing Safety Recall 14030 today. The total number of U.S. vehicles involved is approximately 1.2 million. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery March 14, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Dealers should be aware that initial inventory of required parts is limited but growing quickly. Dealers are asked not to order excessive shelf stock at the beginning; an initial order will be pre-shipped to all dealers beginning March 27, 2014. Please place any emergency orders as required.

In addition, the shrink tubing is provided in a Merchandising Package of 10 pcs – which means that if you order one piece, you will get a package of 10 tubes. Since each repair takes one to two pieces, one package will be enough for a minimum of five vehicle repairs.

Customer Letter Mailing

The customer letter mailing date has not yet been determined.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen was updated March 19, 2014. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Side Impact Airbag Connector

MODELS: Some 2008-2009 and all 2010-2013 Buick Enclave
Some 2009 and all 2010-2013 Chevrolet Traverse
Some 2008-2009 and all 2010-2013 GMC Acadia
Some 2008-2009 and all 2010 Saturn OUTLOOK

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery March 14, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Vehicles repaired as part of Customer Satisfaction Program 10085 or Special Coverage 10335 have already had the subject condition repaired are therefore not included in this safety recall.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in some 2008-2009 and all 2010-2013 model year Buick Enclave and GMC Acadia vehicles; some 2009 and all 2010-2013 model year Chevrolet Traverse vehicles, and some 2008-2009 and all 2010 model year Saturn OUTLOOK vehicles. Corrosion and/or loose crimps in the driver and passenger seat mounted side impact airbag (SIAB) wiring harness connectors can cause an increase in resistance. The airbag sensing system will interpret an increase in resistance as a fault. A fault will illuminate the airbag readiness light on the instrument cluster and a "SERVICE AIR BAG" message in the Driver Information Center (DIC), and set a Diagnostic Trouble Code (DTC). At first, at lower levels of resistance, the light and DIC message may be intermittent and the airbags and pretensioners will still deploy. Over time, the resistance may reach a level where the SIABs, front center side airbag, if equipped, and pretensioners will not deploy in a crash.

CORRECTION

Dealers are to remove the driver and passenger SIAB wiring harness connectors and splice and solder the wires together.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to 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

Parts required to complete this program 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
05297428	CLIP, WRG HARN SPLICE (merch pk of 10)	8 (2010-2012) 10 (2013)
12355010	TUBING, SHRINK (1/8" BLACK) (merch pk of 10)	1-2
Obtain from Kent Automotive*	WOVEN POLYESTER ELECTRICAL TAPE (PET) – PART NUMBER 1089482 (preferred) or EQUIVALENT ANTI-ABRASION TAPE OR ELECTRICAL TAPE	As Req'd (submit as Net Item)
Obtain from Kent Automotive* or Locally	YELLOW ELECTRICAL TAPE	As Req'd (submit as Net Item)

* To obtain the PET and yellow electrical tape, contact Kent Automotive at 1-888-YES-KENT (1-888-937-5368) and request the special order part number 1089482.

SERVICE PROCEDURE

Warning: When performing service on or near the SIR components or the SIR wiring, the SIR system must be disabled. Failure to observe the correct procedure could cause deployment of the SIR components. Serious injury can occur. Failure to observe the correct procedure could also result in unnecessary SIR system repairs.

1. Disable the Supplemental Inflatable Restraints (SIR) system. Refer to *SIR Disabling and Enabling* in SI.

Note: Perform the procedure in this bulletin on BOTH the front driver and passenger seat. The yellow 2-way, 4-way, or 6-way connector is located under the seat; refer to the table below.

Model Year	Seat & Body Harness Connector	
	Driver Seat Connector	Passenger Seat Connector
2008	Yellow 2-way	Yellow 2-way
2009-2012	Yellow 4-way	Yellow 4-way
2013	Yellow 6-way	Yellow 4-way

2. Perform steps 2.1-2.4 on both the front driver and passenger seats to gain better access to the seat and body harness and yellow 2-way, 4-way, or 6-way connector.

- 2.1 Use a flat-bladed tool to release the tab in the rear of the front seat adjuster bolt finish cover.

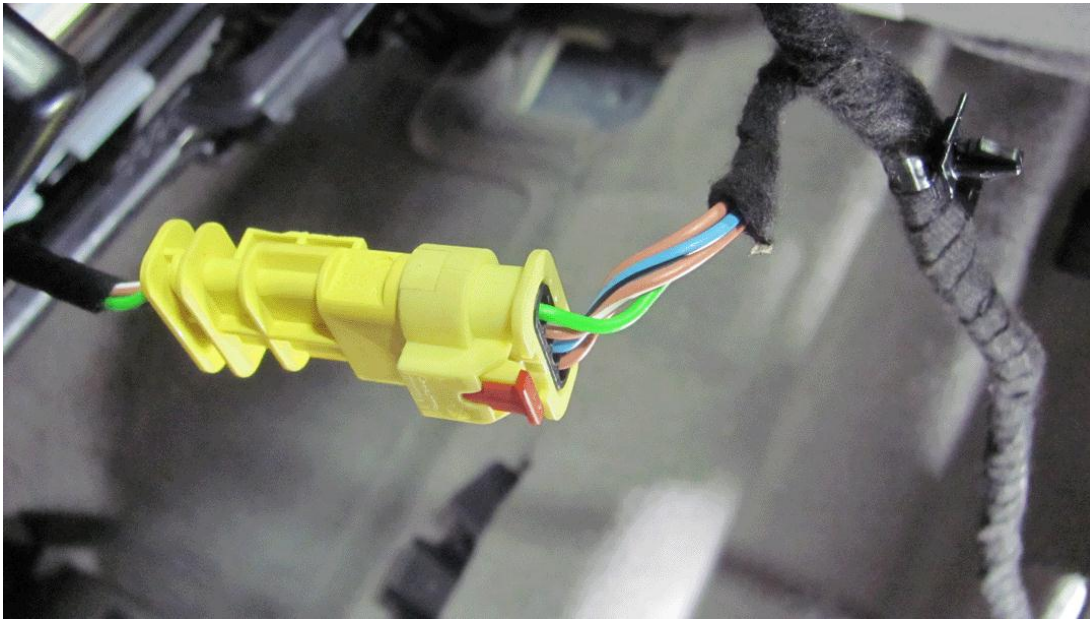
- 2.2 Pull upward to release the retainer clip securing the cover to the seat adjuster.

Caution: Spray the seat bolts with a penetrating oil lubricant BEFORE removing the bolts.

- 2.3 Remove the front seat assembly bolts.

Note: Refer to PI0521D. 2011 model year vehicles with build date 01/01/11 through EORP and 2012 model year vehicles SORP through 01/20/12 have shims installed behind the front mounting hooks into the floor pan that may get knocked out of position during seat removal. Make sure the shims are not lost during seat removal.

- 2.4 Tilt the seat rearward until the seat back rests on the floor of the vehicle.



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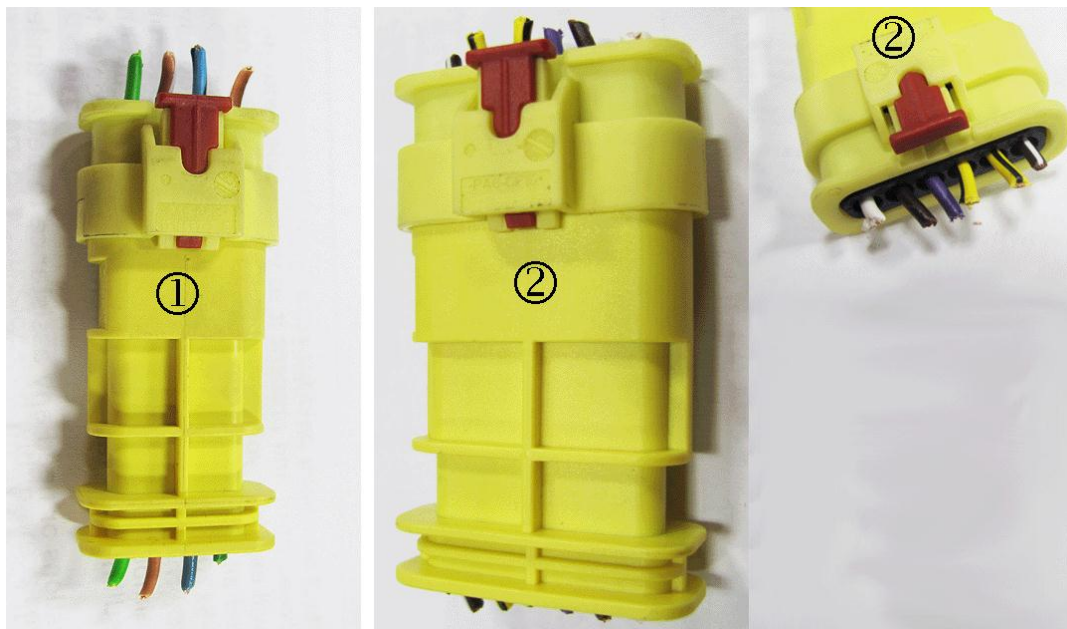
A yellow 4-way connector shown. The 2-way or 6-way yellow connector is similar.

3. Locate the yellow 2-way, 4-way, or 6-way connector under the seat.

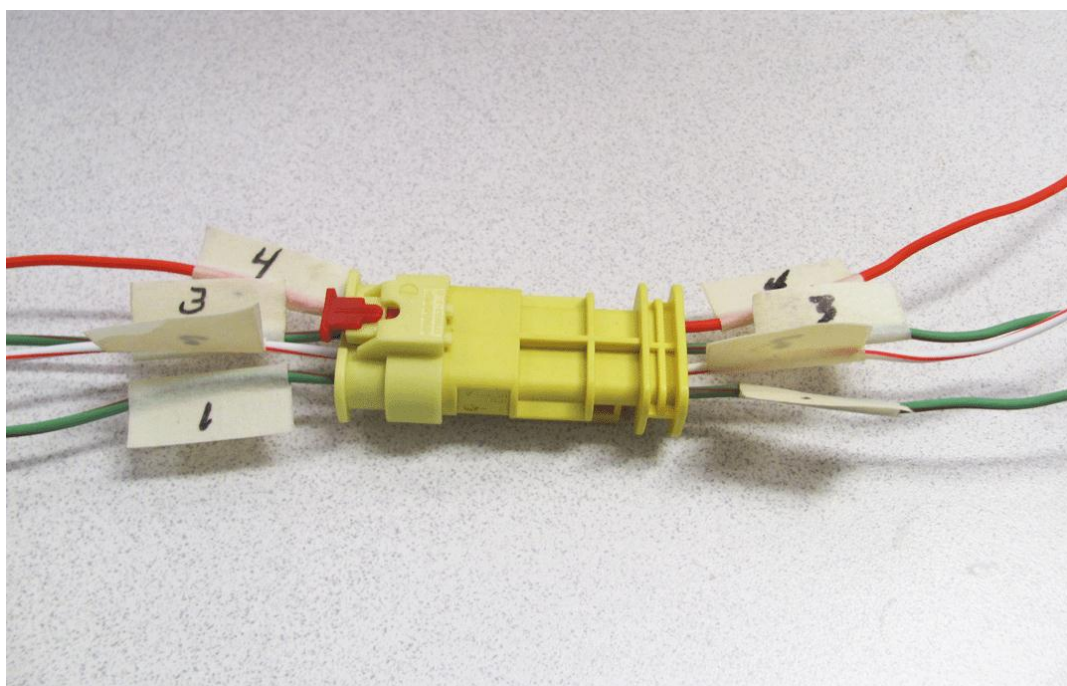


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4. Remove 76 mm (3 in) of conduit and tape on both sides of the yellow connector to gain access to the wires.



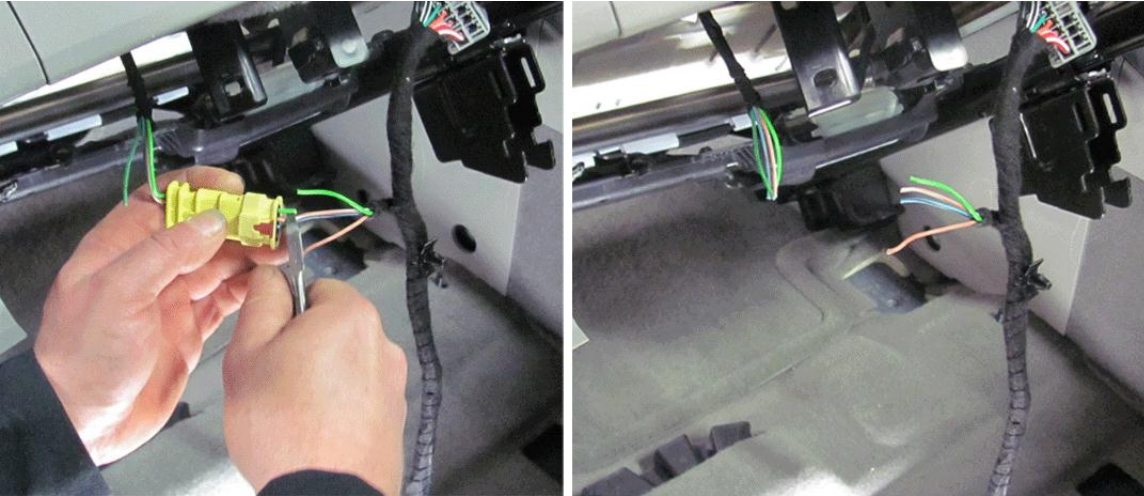
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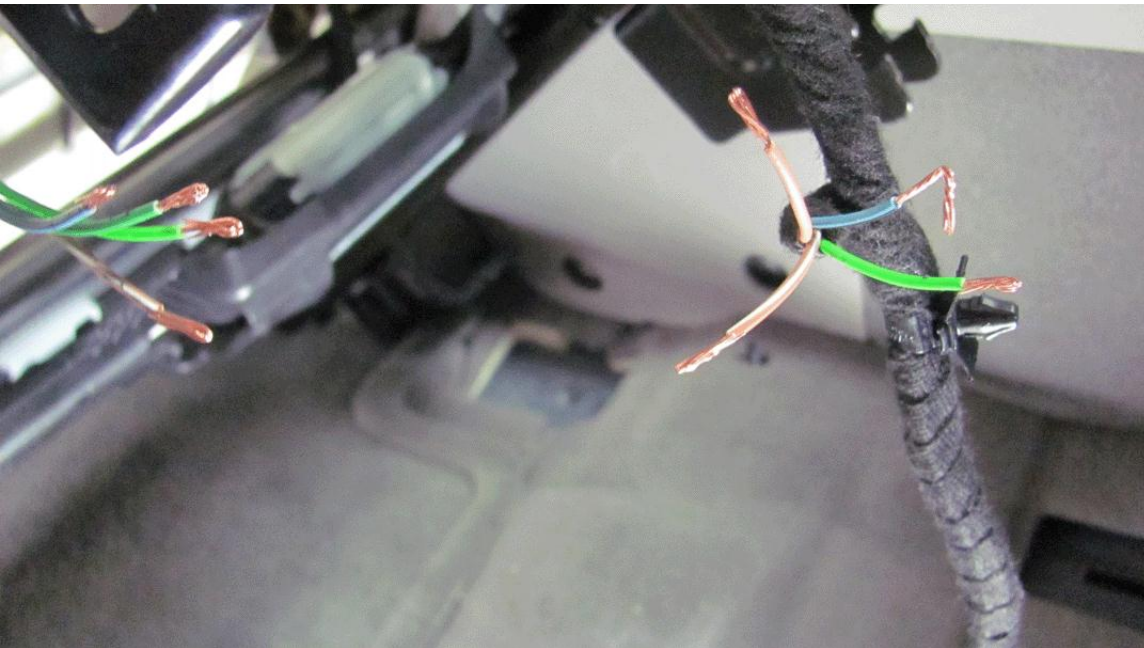
Four-way connector shown with wire harness out of vehicle for illustration purposes. It critical that the wire pairs are identified correctly to avoid splicing incorrect wire pairs.

Note: Before removing the yellow connector from the seat and body harness, note the wire colors of the seat and body harness. Some wire pairs are very similar in color. Some wire pairs may have different colors. Ensure the wires are matched BEFORE splicing the wires of the seat and body harness together. Use the cutoff connector as a wire color template. BEFORE removing the connector from the harness, mark or identify wire pairs of similar color using a pen and tape to ensure the correct wires are spliced together. The first photograph shows a 4-way connector (1) and a 6-way connector (2).



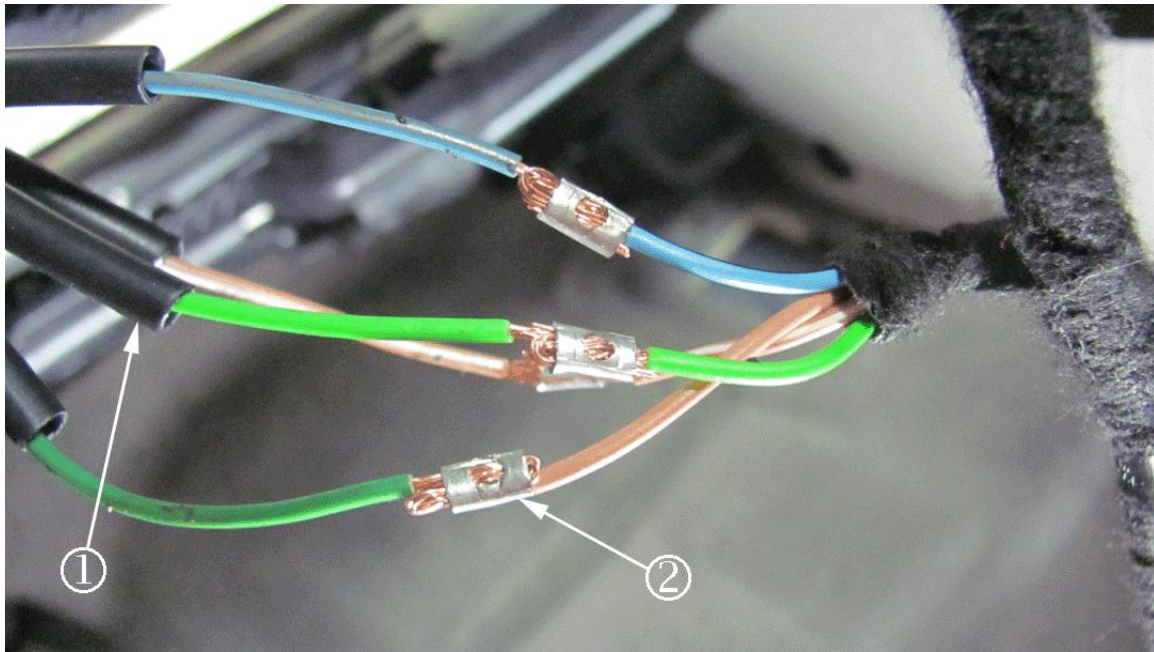
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5. Cut the wires from the seat harness connector and body harness connector as close to the connector housing as possible to minimize wire length loss.



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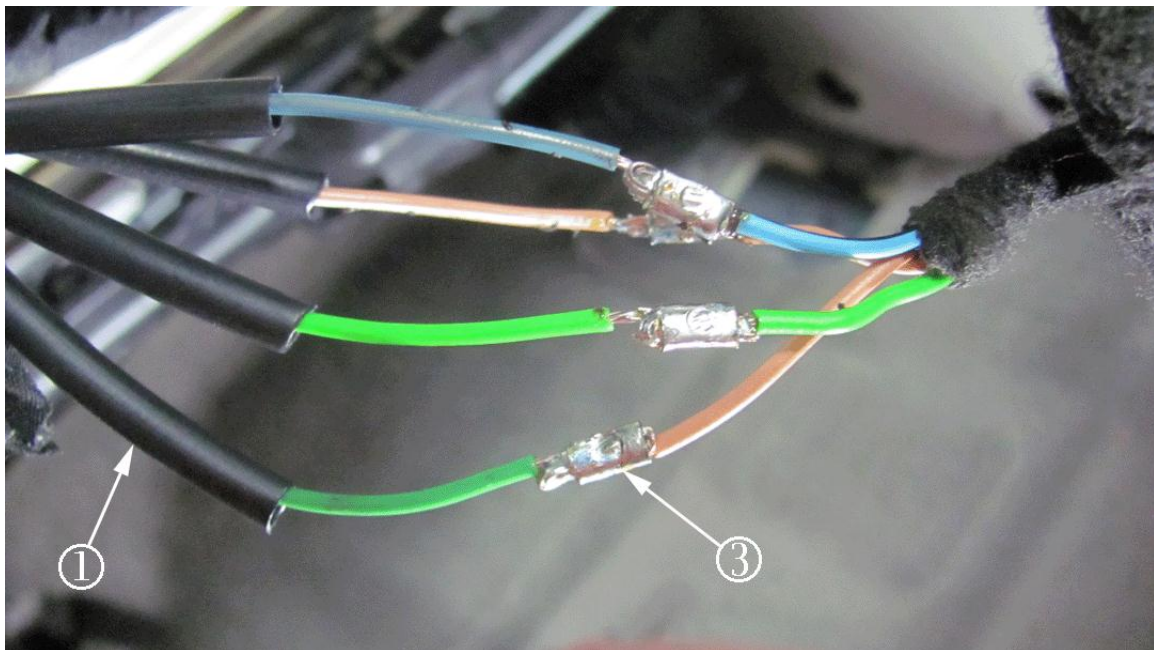
6. Remove 13 mm (1/2 in) of insulation from the seat and body harness wire ends.



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Note: Only use heat shrink tube, P/N 12355010, or an equivalent flexible adhesive-lined/moisture resistant heat shrink tube to perform the repair in this bulletin.

7. Install one 38 mm (1.5 in) section of heat shrink tube (1) onto each of the two, four, or six exposed wires on one side of seat and body harness.
8. Fold the 13 mm (1/2 in) ends of exposed copper wires over each other and crimp the splice clip (2) over the wires using Special Tool J-38125-8, crimp nest F.
9. Inspect the crimp quality.

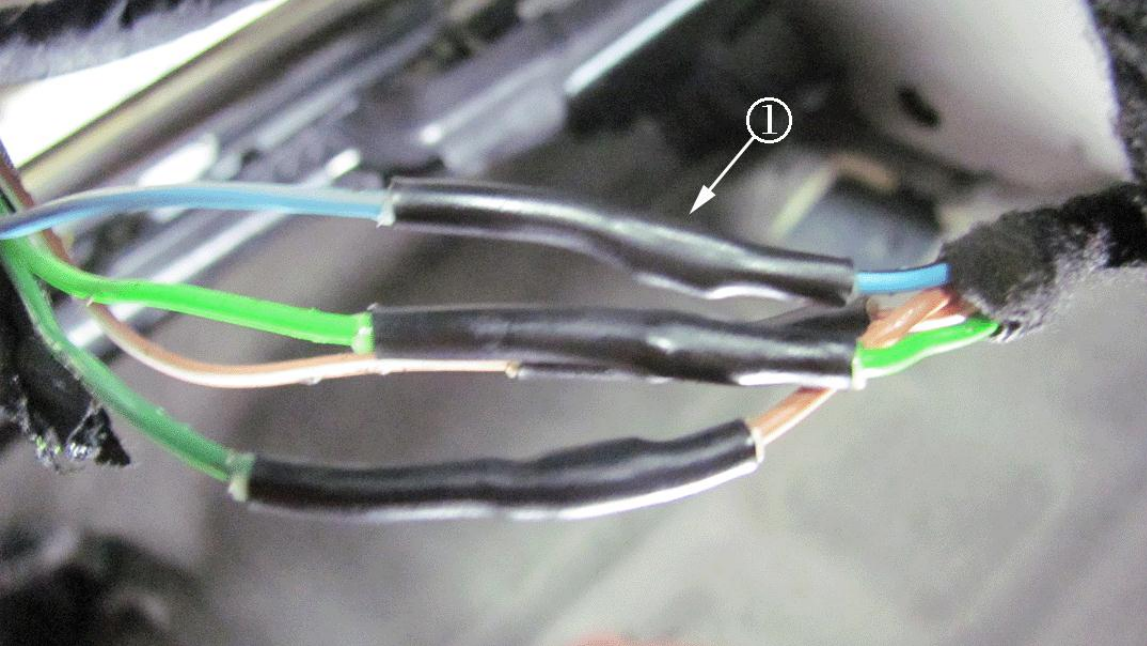


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Warning: DO NOT use soldering equipment that is battery or electric powered. These types of soldering irons can induce voltage into the circuit, which may cause inflator module deployment and/or damage to electrical components. Use only the EL-28125-5 Ultra Torch or another butane fueled soldering iron when working on SIR circuits.

Caution: Keep the heat shrink tube (1) above the splice when soldering the splice (3) to ensure that the heat shrink is not prematurely shrunk and closed down over the wire or splice area due to the heat from the soldering iron.

10. Solder the crimp and splice clip using the Ultratorch, part number J-38125-5, or another butane fueled soldering iron.



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11. Center the heat shrink tube (1) over the splice and use the Ultratorch, part number J-38125-5, or another butane fueled soldering iron, to shrink and seal the heat shrink tube securely over the splice crimp and insulated wires.



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12. Wrap woven polyester electrical tape (PET) or equivalent anti-abrasion tape or electrical tape (4) around the spliced section of the seat and body harness wires.

Warning: Ensure yellow tape is wrapped around the splice section of the seat and body wire harness to properly identify supplemental inflatable restraint (SIR) wiring. Failure to properly identify SIR wiring could cause deployment of the SIR components, personal injury, or unnecessary SIR system repairs.

13. Wrap yellow electrical tape over the polyester electrical tape or black electrical tape.

Caution: Avoid routing the harness along sharp metal edges. Ensure that harness is secured with some slack in the harness to allow the harness to flex or move. Move the seat full forward and then full rearward to ensure the slack is appropriate for the entire seat travel.

14. Using the original mounting hole for the removed connector, secure the harness in position using a nylon tie strap.

15. Re-install driver and passenger seat.

Note: For 2011-2013 model year vehicles, refer to PI0521D for seat reinstall instructions.

15.1 Install the two front seat assembly bolts. Tighten the bolts to **45 N·m (33 lb ft)**.

15.2 Install the two front seat adjuster bolt finish covers.

16. Enable the SIR system. Refer to *Disabling and Enabling* in SI.

17. Clear any sensing and diagnostic module (SDM) DTCs using a scan tool. Verify that the airbag indicator is NOT displayed on the instrument panel cluster (IPC). If DTCs appear after clearing the SDM, refer to the appropriate diagnostic information in SI.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by May 31, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by May 31, 2015.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles in new dealer inventory included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

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. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100413	Vehicle Harness Repair 2008 Vehicles 2009-2012 Vehicles 2013 Vehicles	1.2 1.6 1.8	*
9100414**	Customer Reimbursement Approved	0.2	***
9100415	Customer Reimbursement Denied – For US dealers only	0.1	N/A
9100426	Floor Plan Reimbursement (for new dealer inventory vehicles, if applicable)	N/A	****

- * The amount identified in “Net Item” should represent the actual cost of the woven polyester electrical tape and yellow electrical tape needed to perform the required repairs, not to exceed \$0.66 USD/CAD.
- ** Customer reimbursement will not close this program. The service procedure must also be performed on the vehicle.
- *** The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.
- **** The amount identified in “Net Item” should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (March 14, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 15 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2013 Buick Enclave	\$6.58	\$7.48
2013 Chevrolet Traverse	\$4.99	\$5.76
2013 GMC Acadia	\$5.83	\$6.65

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

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.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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. 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.

