



# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Passenger Airbag Partial Deployment

**MODELS:** 2015 Cadillac Escalade, Escalade ESV

**\*\*\*ATTENTION PARTS MANAGER AND SERVICE MANAGER\*\*\***

**SOME SUSPECT PARTS HAVE BEEN FOUND IN THE PRESHIPMENT OF PARTS SENT TO DEALERS. INSPECT ALL PARTS PRIOR TO INSTALLING IN VEHICLES.**

All preship parts must be inspected to ensure the part is not one of the suspect parts identified on page 6 of this bulletin. Inspection instructions have been added to the Part Information section.

For vehicles that have already been repaired, dealers must inspect the part to ensure it is not one of the suspect parts identified on page 6. An inspection procedure has been added to the Service Procedure section. Please discard all copies of bulletin 14249.

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 May 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.

### CONDITION

General Motors has decided that certain 2015 model year Cadillac Escalade and Escalade ESV vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 208 for occupant crash protection. The passenger airbag module is attached to a chute adhered to the backside of the instrument panel with an infrared weld that was not sufficiently heated. This results in a partial deployment which increases risk of injury in a crash.

### CORRECTION

Dealers are to inspect the instrument panel assembly and, if necessary, replace it.

### 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

**NOTE:** Parts Managers are to inspect ALL parts that were pre-shipped to dealerships using the procedure below to ensure that the shipment contained no suspect parts.

### Part Inspection



1. Locate the white paper tag on the instrument panel upper trim panel (there are two labels, it is the label toward the center of the vehicle).
2. Compare the last 9 numbers on the label to the Suspect Label Number Table on page 6.
  - If the number does NOT appear on the list, the part is good and can be placed in inventory.
  - If the number IS on the list, DO NOT PLACE IN INVENTORY. Return the parts to GMCC&A using MR Code 7. If the part has been installed it would returned as a warranty return.

### Parts Pre-Ship Information – For US and Canada

**Important:** 100% of parts were pre-shipped to dealers for SOLD vehicles on May 20 and 21, 2014. As additional stock becomes available, parts for stock vehicles will be pre-shipped to dealers. Pre-shipped parts will be charged to dealer's open parts account. **DO NOT PLACE ORDERS FOR ADDITIONAL PARTS;** all orders placed will be cancelled.

## SERVICE PROCEDURE

### Inspection for Previously Installed Instrument Panel Upper Trim Panel

**Note:** The following inspection procedure only applies to vehicles that were repaired prior to the inspection of pre-shipped parts. For all other vehicles, proceed to *Right Side Instrument Panel Upper Trim Panel Inspection Procedure* in this bulletin.

Use the following steps to remove the required interior trim, record the number from the tag on the right hand instrument trim panel and determine if the panel needs to be replaced.

1. Remove the instrument panel extension. Refer to Instrument Panel Extension Replacement (Cadillac) in SI.



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2. Locate the white paper tag on the instrument panel upper trim panel (there are two labels, it is the label toward the center of the vehicle).
3. Using a digital camera or the camera function on a cell phone, take a clear picture of the label.



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4. Compare the last 9 numbers on the label to the Suspect Label Number Table below. The label will appear upside down in the photograph, rotate as required.
  - **If the number does NOT appear on the list**, no further action is required. Reinstall the instrument panel extension.
  - **If the number IS on the list**, return the part to GMCCA and proceed to the Replacement Procedure in this bulletin.

### Right Side Instrument Panel Upper Trim Panel Inspection Procedure

**Note:** The purpose of the inspection procedure below is to determine if the right instrument upper trim panel must be replaced. Carefully read and follow the inspection procedure.

Use the following steps to remove the required interior trim, record the number from the tag on the right hand instrument trim panel and determine if the panel needs to be replaced.

3. Remove the instrument panel extension. Refer to Instrument Panel Extension Replacement (Cadillac) in SI.



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4. Locate the white paper tag on the instrument panel upper trim panel (there are two labels, it is the label toward the center of the vehicle).
5. Using a digital camera or the camera function on a cell phone, take a clear picture of the label.



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6. Compare the last 9 numbers on the label to the Suspect Label Number Table below. The label will appear upside down in the photograph, rotate as required.
  - **If the number does NOT appear on the list**, no further action is required. Reinstall the instrument panel extension.
  - **If the number IS on the list**, proceed to the Replacement Procedure below.

## Suspect Label Number Table

H77168514	H77311390	H77496859	H77638092	H77799956	H77799998
H77168523	H77311392	H77496912	H77638094	H77799957	H77799999
H77168537	H77311404	H77496917	H77638099	H77799959	H77800001
H77168581	H77311407	H77496927	H77638106	H77799960	H77800002
H77168584	H77311421	H77524382	H77638109	H77799961	H77800003
H77178080	H77311425	H77559953	H77638111	H77799962	H77800004
H77240297	H77317206	H77559983	H77638152	H77799964	H77800005
H77271644	H77317222	H77562162	H77648261	H77799965	H77800006
H77271651	H77317224	H77562212	H77662479	H77799968	H77800008
H77271652	H77322571	H77562214	H77662497	H77799969	H77800009
H77271658	H77322628	H77562244	H77662501	H77799974	H77800031
H77271663	H77323340	H77562248	H77662541	H77799975	H77811099
H77271667	H77323353	H77580052	H77662585	H77799976	H77811111
H77271669	H77323374	H77580064	H77662615	H77799977	H77811133
H77284619	H77323381	H77580082	H77666689	H77799978	H77811235
H77284650	H77323748	H77580833	H77666743	H77799979	H77811256
H77284659	H77379685	H77580834	H77702345	H77799980	H77811275
H77284667	H77413068	H77599130	H77702361	H77799981	H77811309
H77304757	H77413121	H77599178	H77736586	H77799982	H77811310
H77304768	H77413125	H77601223	H77736609	H77799983	H77850845
H77304773	H77413132	H77601227	H77736614	H77799984	H77863590
H77304788	H77451716	H77601236	H77736632	H77799985	H77863619
H77304834	H77451723	H77601268	H77736633	H77799986	H77893916
H77304841	H77454338	H77601276	H77753238	H77799987	H77893925
H77311352	H77454345	H77630637	H77768433	H77799988	
H77311365	H77475314	H77630644	H77768510	H77799989	
H77311371	H77475325	H77630645	H77768535	H77799992	
H77311386	H77488422	H77630646	H77785998	H77799996	
H77311388	H77488438	H77638087	H77786035	H77799997	

## **Right Side Instrument Panel Upper Trim Panel Replacement Procedure**

Replace the right instrument panel upper trim panel. Refer to Instrument Panel Upper Trim Panel Replacement - Right Side (Cadillac) in SI.

### **Tips for removal:**

- When removing the left pillar trim, use care to not break the top clip mount on the trim.
- When removing the wood trim moldings, do not pry on the corners, the wood will chip.
- When removing the left and right console side trim, open the compartment lid and detach the trim from back to front.
- When removing the center trim plate, open the trim plate door to aid in removal.



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- When removing the fasteners in the center of the upper left pad, there are three screws above the center screen. Ensure these are removed, if not, forcing the trim will break the mounts.
- Place the upper trim panel on a soft surface when removing and reinstalling the air bag module to prevent damage.

### **Tips for installation:**

- When installing the air bag module on the new panel, ensure all of the tabs are fully engaged. This can be verified by an audible “click”. Gently pull on the installed assembly to verify full engagement.



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- Apply hand pressure to the top of the trim panel when installing the fasteners in the center area.
- Ensure the air bag harness is connected when installing the right upper trim panel.

Ensure the correct flat head Torx fasteners are used when reinstalling the glove box. Incorrect fasteners will prevent the glove box door from closing properly.

### FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles 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.

**Note:** To avoid having to "H" route the floor plan reimbursement transaction for approval, it must be submitted prior to the repair transaction.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9100580	Inspect Right IP Assembly – No Further Action Req'd	0.6	N/A
9100581	Inspect & Replace Right IP Upper Trim Panel	1.5	N/A
9100582	Floor Plan Reimbursement	N/A	*
9100587**	Inspect Right IP Assembly for Suspect Label Number – No Further Action Req'd	0.6	N/A
9100588**	Inspect & Replace Right IP Upper Trim Panel (suspect part)	1.4	N/A

\* The amount identified in the "Net Item" column 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 (May 14, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 15 days):

<b>Vehicle</b>	<b>US Reimbursement Amount</b>	<b>Canadian Reimbursement Amount</b>
Escalade	\$ 9.90	\$ 12.86
Escalade ESV	\$ 10.51	\$ 12.86

\*\* Labor code is applicable to only those vehicles that had a part installed prior to inspection of pre-shipped parts. "H" route the transaction for approval.

**CUSTOMER NOTIFICATION – For US and Canada**

General Motors notified customers of this recall on their vehicle via FedEx prior to part availability. When parts are available, GM will mail another letter via First Class to the customer to inform them that parts are available.

**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.

**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.

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.

