

GM CUSTOMER CARE AND AFTERSALES  
DCS3177  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 16, 2014

Subject: 14187A - Safety Recall  
Front Safety Belt Anchor  
Eligible Floor Plan Reimbursement Days Revised

Models: 2009-2014 Buick Enclave  
2009-2014 Chevrolet Traverse  
2009-2014 GMC Acadia  
2009-2010 Saturn Outlook

To: All General Motors 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

This bulletin has been revised to increase the number of eligible floor plan reimbursement days from 15 to 60. Please discard all copies of bulletin 14187.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Front Safety Belt Anchor

**MODELS:** 2009-2014 Buick Enclave  
2009-2014 Chevrolet Traverse  
2009-2014 GMC Acadia  
2009-2010 Saturn Outlook

This bulletin has been revised to increase the number of eligible floor plan reimbursement days from 15 to 60. Please discard all copies of bulletin 14187.

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 19, 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 a defect, which relates to motor vehicle safety, exists in 2009-2014 model year Buick Enclave, Chevrolet Traverse, GMC Acadia and 2009-2010 model year Saturn Outlook vehicles. The flexible steel cable that connects the safety belt to the vehicle at the outside of the front outboard seating positions can fatigue and separate over time as a result of occupant movement into the seat. In a crash, a separated cable could increase the risk of injury to the occupant.

### CORRECTION

Dealers are to inspect, and if necessary, repair or replace the lap pretensioner (without a sleeve).

**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 U.S. 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**

Prior to June 2, 2014, an initial supply of the parts required to complete this recall will be preshipped to dealers. DO NOT PLACE ORDERS prior to June 2, 2014. After June 2, 2014, the parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). 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.

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
23247593	BELT PKG, ST (REWORK KIT) Includes Driver and Passenger Side Parts	1 (If Req'd)
19329399	TENSIONER KIT, D/SEAT BELT (RETR SI) Ebony (2009-2014 MY)	1 (If Req'd)
19329400	TENSIONER KIT, D/SEAT BELT (RETR SI) Lt Titanium (2009-2014 MY)	1 (If Req'd)
19329401	TENSIONER KIT, D/SEAT BELT (RETR SI) Cocoa (2009-2014 MY)	1 (If Req'd)
19329402	TENSIONER KIT, D/SEAT BELT (RETR SI) Dk Titanium (2009-2012 MY)	1 (If Req'd)
19329403	TENSIONER KIT, D/SEAT BELT (RETR SI) Lt Cashmere (2009-2012 MY)	1 (If Req'd)
19329404	TENSIONER KIT, P/SEAT BELT (RETR SI) Ebony (2009-2014 MY)	1 (If Req'd)
19329405	TENSIONER KIT, P/SEAT BELT (RETR SI) Lt Titanium (2009-2014 MY)	1 (If Req'd)
19329406	TENSIONER KIT, P/SEAT BELT (RETR SI) Cocoa (2009-2014 MY)	1 (If Req'd)
19329407	TENSIONER KIT, P/SEAT BELT (RETR SI) Dk Titanium (2009-2012 MY)	1 (If Req'd)
19329408	TENSIONER KIT, P/SEAT BELT (RETR SI) Lt Cashmere (2009-2012 MY)	1 (If Req'd)

## SERVICE PROCEDURE

**Important:** For new vehicles in dealer inventory, no Inspection is necessary, and you can proceed directly to the *Rework Service Procedure*.

### Inspection Procedure for Driver/Passenger Seat Belt Sleeve – (for Delivered Vehicles)

1. Move the front seat to the full forward and full downward position.



3910757

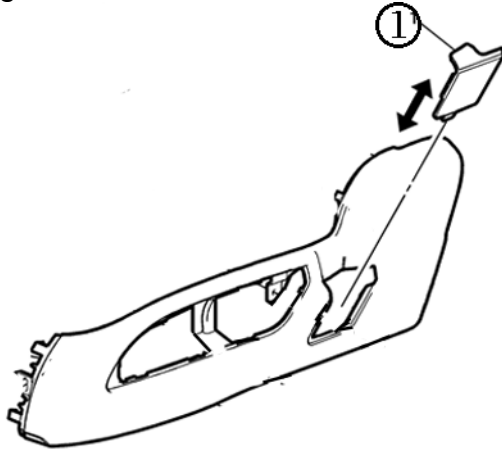


3910759

2. Inspect the seat belt anchor plate tensioner sleeve for any tears (1), holes (2) or wear (3).
  - If the driver **AND** passenger seat sleeves show no visible tears, holes or wear – Proceed to the *Rework Service Procedure*.
  - If either **ONE, OR BOTH**, of the driver and/or passenger seat sleeves show tears, holes or wear – Proceed to the *Rework Service Procedure* for the **UNDAMAGED** sleeve, then continue on to *Front Seat Belt Tensioner Replacement Procedure* for the **DAMAGED** sleeve(s).

## REWORK SERVICE PROCEDURE

1. Disable the Supplemental Inflatable Restraints (SIR) system. Refer to *SIR Disabling and Enabling* in SI.
2. Starting on the driver side, move the front seat to the full forward and full downward position.



3916258

3. Remove the front seat belt anchor finish cover (1).

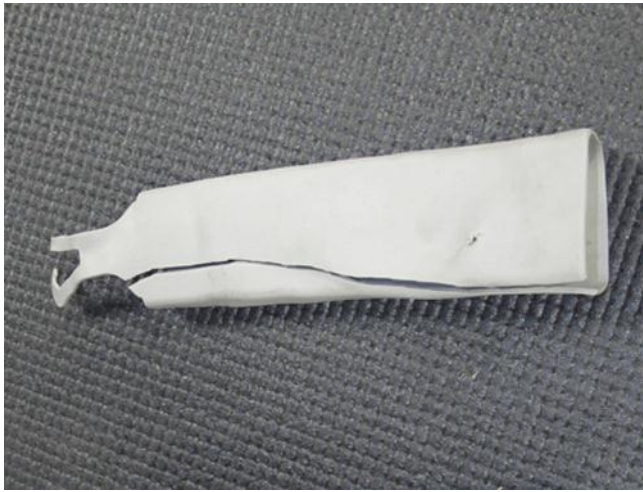


3916260

4. Remove the front seat shoulder belt anchor plate bolt (1) and remove the shoulder belt from the tensioner. Refer to *Seat Belt Retractor Pretensioner Replacement – Front* in SI.

**Important:** For instruction on proper removal and installation of the electrical connector, refer to *FCI Connectors (SIR)* in SI.

5. Disconnect the electrical connector (2) from the tensioner and position it forward.



3916261

6. Using scissors, carefully cut and remove the rubber sleeve from the tensioner cable.



3916264

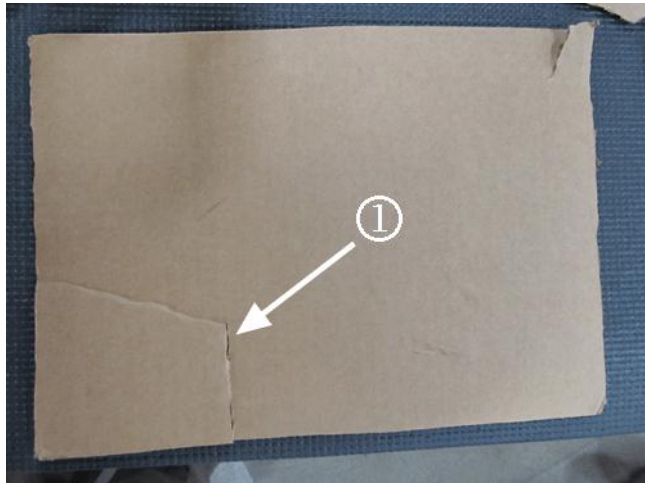
**Important:** Retain the plastic seat belt cover for reinstallation later.

7. Unsnap the plastic cover from the top end of the tensioner cable. Using side cutters, or similar tool, snip one of the living hinges and remove the cover from the cable.



3916266

8. Slide the shrink tube material (1) over the cable. Ensure the tube drops as far down as it will go on the cable.



3916268

**Caution:** In the following procedure, a heat gun is used to apply the heat shrink material. IF THE TECHNICIAN IS NOT EXPERIENCED IN USING A HEAT GUN FOR THIS TYPE OF PROCEDURE, DAMAGE MAY BE CAUSED TO THE VEHICLE INTERIOR TRIM. This procedure should only be performed by a technician experienced in the use of a heat gun.

**Important:** As shown in the example above, it is recommended to cut out a piece of cardboard and use it for the heat resistant shield. Add a slit (1) in the bottom edge so it can be fully seated on the cable and used for both driver/passenger sides.



3916270

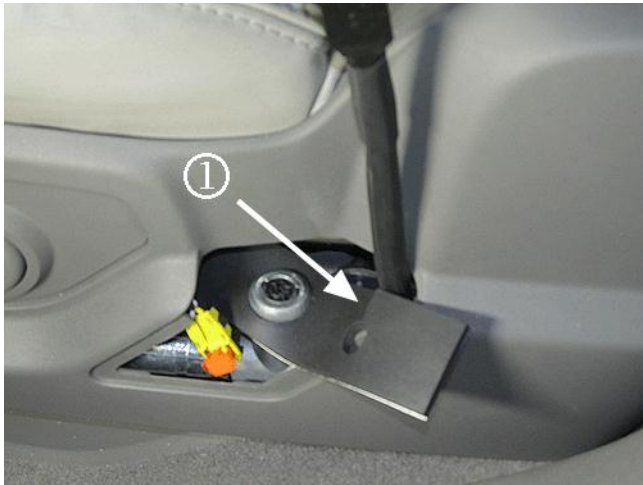
9. Take care to protect the seat trim and the body of the tensioner from the heat gun. Place the heat resistant shield between the cable and the seat/tensioner.



3916271

**Important:** Start applying heat at the top of the heat shrink and work downward.

10. Using a heat gun, carefully apply heat to the shrink tube.



3916272

**Important:** Position the foam closeout so that the slit (1) is towards the seat.

11. Install the foam closeout piece to the tensioner. Begin with the large hole over the connector area, then swing the closeout into position around the cable.



3916275



**Important:** For instruction on proper removal and installation of the electrical connector, refer to *FCI Connectors (SIR)* in SI.

12. Push the foam closeout under the side seat trim and reconnect the electrical connector.
13. Reinstall the front seat belt anchor finish cover.

**Important:** Before reinstalling the belt cover, use a razor blade, or similar tool, to trim any sharp standing edge from the hinge that was snipped previously.

14. Reinstall the plastic seat belt cover.



3916277

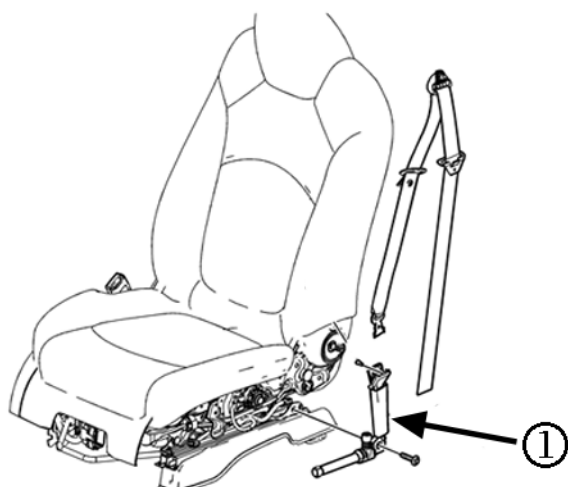
15. Reattach the front seat shoulder belt to the tensioner, torque the bolt and close the cover. Refer to *Seat Belt Retractor Pretensioner Replacement – Front* in SI.
16. Repeat steps # 2 – 15 on the passenger side.



3916279

17. **On the passenger side only**, to help eliminate a rattle noise issue, add the felt patch (1) to the inboard lower face of plastic seat belt cover.
18. Enable the Supplemental Inflatable Restraints (SIR) system. Refer to *SIR Disabling and Enabling* in SI.

## FRONT SEAT BELT TENSIONER REPLACEMENT PROCEDURE



3916280

1. Remove the affected driver (1) and/or passenger front seat belt tensioners. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
2. Install the new driver and/or passenger front seat belt tensioners. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

### CUSTOMER REIMBURSEMENT - For U.S.

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by June 30, 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 Centre.

**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 June 30, 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 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 labour operation provided.

#### COURTESY TRANSPORTATION – For U.S. 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 customer reimbursement or floor plan transaction for approval, it must be submitted prior to the repair transaction.

Labour Code	Description	Labour Time	Net Item
9100600	Rework Driver and Passenger Front Seat Belt Tensioner Cable Covers (Inspection Included)	0.3	N/A
9100601	Inspect and Replace Driver or Passenger Front Seat Belt Tensioner (Deploy Pyrotechnic Device Included)	0.4	N/A
	ADD: Rework Opposite Side Front Passenger Seat Belt Tensioner Cable Cover	0.2	
	ADD: Replace Opposite Side Front Seat Belt Tensioner and Deploy Pyrotechnic Device	0.3	
9100602	Customer Reimbursement Approved	0.2	*
9100603	Customer Reimbursement Denied - For US dealers only	0.1	N/A
9100604	Floor Plan Reimbursement	N/A	**

Note: Customer reimbursement will not close this recall. 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 (May 19, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 60 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2013 Enclave AWD	\$6.53	\$7.54
2013 Enclave FWD	\$6.15	\$6.01
2014 Enclave AWD	\$6.56	\$8.12
2014 Enclave FWD	\$6.09	\$7.90
2013 Traverse	\$5.14	\$5.88
2014 Traverse	\$4.99	\$6.34
2013 Acadia	\$5.91	\$6.80
2014 Acadia	\$5.83	\$7.78

### CUSTOMER NOTIFICATION – For U.S. 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. For owners outside these areas, dealers should notify customers using the attached sample letter.

### DEALER RECALL RESPONSIBILITY – For U.S. and Export (U.S. 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. 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 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.

