



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Passenger Air Bag Partial Deployment

MODELS: 2015 Cadillac Escalade
2015 Cadillac Escalade ESV

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 September 30, 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, released to auction, 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 full size utility vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard No. 208, "Occupant Crash Protection". The passenger side instrument panel top cover on some of these vehicles were manufactured using an incorrect spacer fabric, causing a reduction of adhesion between the spacer fabric and the vinyl show surface. In this condition, the passenger side airbag may not deploy consistently which will increase the potential for front passenger occupant injury during a vehicle crash when the airbag would deploy.

CORRECTION

Dealers are to replace the instrument panel top cover.

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

An initial supply of the parts required to complete this recall are being pre-shipped to involved U.S. and Canadian dealers of record on a limited basis. This pre-shipment began on October 6, 2014. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, are to be obtained from 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.

Export dealers should place their own orders via the normal parts ordering process, as required.

Part Number	Description	Quantity/Vehicle
23471519	PANEL ASM-I/P UPR TR (RH PROC) COLOR: J/BLK-J/BLK (&Z75&4AA-ULT.)	1
23471520	PANEL ASM-I/P UPR TR (RH PROC) COLOR: COCOA/WINEOM (&Z75&4B8-ULT.)	1
23471521	PANEL ASM-I/P UPR TR (RH PROC) COLOR: J/BLK-TRUEBR (&Z75&4ER-ULT.)	1

SERVICE PROCEDURE

1. Remove the right instrument panel upper trim panel. Refer to Instrument Panel Upper Trim Panel Replacement - Right Side (Cadillac) in SI.
2. Install a new right instrument panel upper trim panel. Refer to Instrument Panel Upper Trim Panel Replacement - Right Side (Cadillac) in SI.

Tips for right instrument panel upper trim panel 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 right instrument panel upper trim panel 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.

Caution: 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 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 floor plan transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9100991	Replace Right IP Panel Upper Trim Panel	2.6	N/A
9101000	Floor Plan Reimbursement	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 (September 30, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 9 days):

Vehicle	U.S. Reimbursement Amount	Canada Reimbursement Amount
2015 Escalade	\$10.57	\$12.90
2015 Escalade ESV	\$11.05	\$12.90

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 U.S. National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers.

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 will be told how to contact the U.S. 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 recall 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.

