

GM CUSTOMER CARE AND AFTERSALES  
DCS3953  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 7, 2016

Subject: Upcoming Safety Recall 14291 – Update - Dealer Communications Summary

Models: 2005-2009 Buick LaCrosse  
2006-2008 Buick Rainier  
2006-2007 Chevrolet Trailblazer  
2006-2008 Chevrolet Trailblazer EXT  
2006-2007 GMC Envoy  
2006-2008 GMC Envoy XL  
2007 Pontiac Grand Prix  
2006-2008 Saab 9-7X

To: All General Motors Dealers

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

This communication summarizes the information provided in two previous dealer messages regarding upcoming safety recall 14291.

On November 25, 2014, dealers were advised via GM GlobalConnect of upcoming safety recall 14291. This product field action involved certain 2006-2009 model year Buick LaCrosse and Rainier, Chevrolet Trailblazer and Trailblazer EXT, GMC Envoy and Envoy EXT and Saab 9-7X vehicles.

On August 13, 2015 approximately 159,584 additional vehicles were added to upcoming safety recall 14291. These include the 2005 model year Buick Lacrosse and 2007 model year Pontiac Grand Prix.

Until the bulletin is released, if a customer vehicle is brought into the dealer with a condition indicating the HDM module is not functioning, install the current HDM service part to correct the condition. This is not a permanent fix, the customer will need to return the vehicle when the remedy is available. Upon completion of this temporary repair, use the warranty transaction submission chart provided below to submit for the appropriate labor and reimbursement option.

Labor Code	Description	Labor Time	Net Item
------------	-------------	------------	----------

9101194	Install HDM To Correct Low Beam Headlamps Inoperative – Temporary Remedy	0.3	N/A
9101195	Customer Reimbursement Approved	0.2	*
9101196	Customer Reimbursement Denied - For US dealers only	0.1	N/A

\* The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES