

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4507  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 14, 2017

Subject: Safety Recall Bulletin 16007-03  
Frontal Air Bag and Pretensioner Non Deploy  
Additional Information Regarding Recent Bulletin Revisions

Models: 2014-2017 Buick Encore  
2014-2016 Buick LaCrosse  
2015-2017 Cadillac Escalade, Escalade ESV  
2014-2017 Chevrolet Caprice, Corvette, Silverado, Trax  
2014-2016 Chevrolet Spark EV, SS  
2015-2017 Chevrolet Suburban, Tahoe  
2014-2017 GMC Sierra  
2015-2017 GMC Yukon, Yukon XL

To: All General Motors Dealers

Bulletin 16007 was recently revised to update the Service Procedure and the Warranty Information sections. This message provides additional information regarding why these changes were necessary.

An audit of paid warranty transactions for this safety recall revealed that some vehicles did not have a TIS 2 Web SPS event log associated with the installation of the required revised software for the sensing and diagnostic module, or SDM. Further analysis of these vehicles through OnStar also confirmed that some vehicles still had the original SDM software, which contains a defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances.

Our investigation has identified the probable root cause as an incomplete or incorrect programming event. A data communications problem or a warranty transaction submission error may have also occurred. However, in some cases, it appears that no programming event was attempted by the dealer technician.

In order to immediately remedy this situation, the following actions have been implemented:

- All affected vehicles were transferred to safety recall 17287, which was released on July 10, 2017. This allows for the vehicles to be programmed a second time to ensure that the correct operating system is in place.
- The service procedure in bulletin 17287 was updated accordingly with additional images and instructions to help ensure dealer technician understanding and compliance.
- This update included a requirement for the Programming Result Screenshot to be attached to the warranty transaction when submitted. This will also provide confirmation to the dealer technician that the update was properly performed.
- The requirement to include the SPS Warranty Claim Code on the warranty transaction when submitted was also re-emphasized in the bulletin.

- Bulletin 16007 was revised to include the enhanced service procedure and warranty transaction instructions to support the future repair of the remaining vehicles with recall 16007 “open” in IVH. Bulletin 16007-03 was also released on July 10, 2017.

Dealer feedback has questioned if additional time is needed to manually print out and scan in the required screenshot. This is not the intent of the instructions provided in the enhanced service procedure. The dealer technician should have the ability to electronically capture the screenshot and transfer it to the warranty administrator for submission with the warranty transaction. Some suggested transfer methods are email, internal shared drive, or a USB flash drive. While MS Paint is the default MS Windows program, any equivalent image editing program may be used. Acceptable file types include JPG, BMP or PNG and file size must be less than 4MB.

Regarding the assigned labor time, several additional labor time studies were conducted and it was determined that 0.3 hours was sufficient to perform the programming event, copy the claim code and obtain the required screenshot.

END OF MESSAGE  
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