



# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Passenger Airbag Partial Deployment

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

The Part Information section has been revised to instruct dealers to order parts after the inspection determines replacement is required. Please discard all copies of bulletin 14249A.

**\*\*\*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.

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.

## PRE-SHIP 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.

## **PART INFORMATION**

The service procedure in this bulletin requires an inspection. If the inspection determines the instrument panel requires replacement, please order the assembly and clip from General Motors Customer Care and Aftersales (GMCC&A). 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.

## **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.
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#### **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.



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**

**Note:** Confirm with the Parts Manager that the part you plan to install has been inspected per the procedure contained in the Part Information section.

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.

