

---

**From:** gm\_gmssg\_q01 <nobody@gm.com>  
**Sent:** Tuesday, March 18, 2014 9:41 AM  
**To:** .....  
**Subject:** Internal notification for: G\_0000187781 Upcoming Safety Recall 14030 - Side Impact Airbag Connector

---

Date: 3/18/2014 Ref. number: Service / Field Action / G\_0000187781  
Subject: **Upcoming Safety Recall 14030 - Side Impact Airbag Connector**

---

**GM CUSTOMER CARE AND AFTERSALES  
DCS3161  
URGENT - DISTRIBUTE IMMEDIATELY**

**Date:** March 18, 2014

**Subject:** Upcoming Safety Recall 14030  
Side Impact Airbag Connector

**Models:** Some 2008-2009 and all 2010-13 Buick Enclave and GMC Acadia;  
some 2009 and all 2010-13 Chevrolet Traverse, and some 2008-09 and  
all 2010 Saturn Outlook

**To:** All GM 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

**Population Expanded**

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about a safety recall that involves some 2008-2009 and all 2010-2013 model year Buick Enclave and GMC Acadia vehicles; some 2009 and all 2010-2013 model year Chevrolet Traverse vehicles; and some 2008-2009 and all 2010 model year Saturn OUTLOOK vehicles.

Corrosion and/or loose crimps in the driver and passenger seat mounted side impact airbag (SIAB) wiring harness connectors can cause an increase in resistance. The airbag sensing system will interpret an increase in resistance as a fault. A fault will illuminate the airbag readiness light on the instrument cluster and a "SERVICE AIR BAG" message in the Driver Information Center (DIC), and set a Diagnostic Trouble Code (DTC). At first, at lower levels of resistance, the light and DIC message may be intermittent and the airbags and pretensioners will still deploy. Over time, the resistance may

reach a level where the SIABs, front center side airbag, if equipped, and pretensioners will not deploy in a crash.

To correct this condition, dealers are to remove the driver and passenger SIAB wiring harness connectors and splice and solder the wires together.

This is a courtesy notification to dealers. Dealers will be advised when the recall bulletin and customer notification letter are scheduled for release. The Investigate Vehicle History screen in the Global Warranty Management system will be updated Wednesday, March 19, 2014. This will allow dealers the ability to tell a customer if their vehicle is or is not involved in the recall. Please do not call GM Technical Assistance.

An expanded Q&A will be forthcoming.

**UNTIL THE BULLETIN IS RELEASED AND VEHICLES HAVE HAD THE RECALL REPAIR, VEHICLES REMAIN ON STOP DELIVERY.**

**END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES**

---

Contact name:	E-Mail:
Department: Service - Brand Quality	Phone:
Intended roles: General Manager, New Vehicle Sales Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager, Used Vehicle Sales Manager, Warranty Administrator	
Archives: 4/18/2014	Expires: 3/18/2015