



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Roof Carrier Retaining Nut Interaction with Roof Rail Airbag

MODELS: 2015 Chevrolet Suburban, Tahoe
2015 GMC Yukon, Yukon XL

This bulletin has been revised to include an example of the advisory letter that is mailed to customers. Please discard all copies of bulletin 14359.

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.

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

Certain 2015 Chevrolet Tahoe/Suburbans and GMC Yukon/Yukon XLs were built with a combination of roof carrier retaining nut and roof rail airbag (RRAB) that may create holes or tears in the RRAB upon deployment. If a hole or tear is created during deployment, the RRAB may not meet internal GM requirements for cushion integrity. This may increase the risk of full or partial ejection in rollover events or increase the risk of injury in multiple impacts.

CORRECTION

Dealers are to replace all of the roof carrier retaining nuts using a different type of retaining nut and adding a cap over the end of each stud.

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 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

Parts Pre-Ship Information – For US

Note: An initial supply of all parts required to complete this recall on dealer stock units will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of 7/21/2014 and will be approximately 100% of each dealer's involved stock vehicles. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, are to be obtained from GMCC&A for all other vehicles. 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.

Note: Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when it is necessary to complete an open recall on an involved vehicle.

Part Number	Description	Quantity/Vehicle
11570144	NUT ASM-PRVG TORQ HEX	8 Short Wheel Base / 10 Long Wheel Base
10305472	CAP-AUX A/C EVPR TUBE	8 Short Wheel Base / 10 Long Wheel Base

SERVICE PROCEDURE

Note: When doing the headliner removal/install portion of the procedure noted below, the following is recommended:

- Working on one side at a time will allow you to reposition interfacing trim and work around the headliner better.
- Removing the forward most trim and accessories is not necessary.

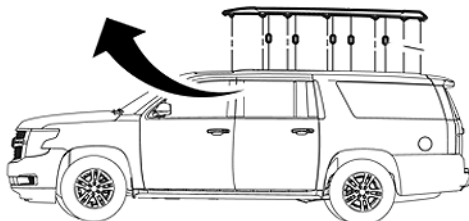
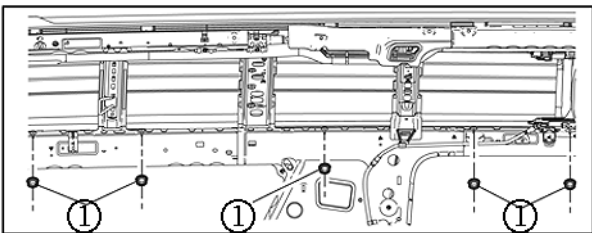


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- Removing the assist handles, reading lamps, videos displays then detaching and repositioning upper pillar/quarter trim panels and headliner will allow the necessary access to the side rail fasteners.



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1. Remove the luggage carrier side rail retaining nuts (1) from both sides of the vehicle. Refer to *Luggage Carrier Side Rail Replacement* in SI, and only complete the underside fastener removal and install portion of the procedure.



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2. Install the new luggage carrier side rail retaining nuts and caps as shown above. Refer to *Luggage Carrier Side Rail Replacement* in SI.

COURTESY TRANSPORTATION – For US

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.

Labor Code	Description	Labor Time
9100761	Luggage Carrier Side Rail Retaining Nut Replacement	1.8

CUSTOMER NOTIFICATION – For US

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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. For owners outside these areas, dealers should notify customers using the attached sample letter.

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.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership 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.



IMPORTANT SAFETY RECALL

September 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 Chevrolet Tahoe/Suburbans and GMC Yukon/Yukon XLs. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your vehicle.
- Your vehicle is involved in GM safety recall 14359.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle was built with a combination of roof carrier retaining nut and roof rail airbag (RRAB) that may create holes or tears in the RRAB upon deployment. If a hole or tear is created during deployment, the RRAB may not meet internal GM requirements for cushion integrity. This may increase the risk of full or partial ejection in rollover events or increase the risk of injury in multiple impacts.

What will we do?

Your GM dealer will replace all of the roof carrier retaining nuts using a different type of retaining nut and add a vinyl cap to each of the related studs. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour and 50 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V451.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #14359