



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Seat Mounted Side Impact Airbag Connector

MODELS: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500

CONDITION

Certain 2014 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles have driver and passenger seat side impact airbag (SIAB) wiring harness connectors that may have high resistance. The vehicle sensing and diagnostic module (SDM) interprets the high resistance as a fault. A fault will illuminate the airbag readiness light and turn on a "SERVICE AIR BAG" driver information center (DIC) message. The fault and the warning indicators may be intermittent. Depending on the level of resistance, the SIABs may not deploy in a crash.

CORRECTION

Remove the driver and passenger SIAB wiring harness connectors and install electrical jumper wires in their place.

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 program 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 program.

PART INFORMATION

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). 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.

Part Number	Description	Quantity/Vehicle
05297428	CLIP, WRG HARN SPLICE (merch pk of 10)	8
12355010	TUBING, SHRINK (1/8" BLACK) (merch pk of 10)	2
Obtain Locally	TIE STRAP	1
*1089482 (Preferred)	WOVEN POLYESTER ELECTRICAL TAPE (PET)	As Req'd (Submit as Net Item)
Obtain Locally or *90235 (Preferred)	YELLOW ELECTRICAL TAPE	As Req'd (Submit as Net Item)

* To obtain the PET and Yellow tape, contact Kent Automotive at 1-888-937-5368 or www.kent-automotive.com. **Do not order from GMCCA.**

SERVICE PROCEDURE

Preliminary Procedure for Standard Cab Models:

Warning: When performing service on or near the SIR components or the SIR wiring, the SIR system must be disabled. Failure to observe the correct procedure could cause deployment of the SIR components. Serious injury can occur. Failure to observe the correct procedure could also result in unnecessary SIR system repairs.



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1. Remove the driver and passenger front seats. Refer to *Driver or Passenger Seat Removal and Installation* in SI.

2. Remove the front seats from the vehicle and place them on a clean, covered work surface. Position the seats so you can access the Side Impact Airbag (SIAB) harness connectors on the underside of the seat cushion.
3. Proceed to the *SIAB Harness Connector Removal Procedure* below.

Preliminary Procedure for Double Cab and Crew Cab Models:

Warning: When performing service on or near the SIR components or the SIR wiring, the SIR system must be disabled. Failure to observe the correct procedure could cause deployment of the SIR components. Serious injury can occur. Failure to observe the correct procedure could also result in unnecessary SIR system repairs.

1. Disable the Supplemental Inflatable Restraints (SIR) system. Refer to *SIR Disabling and Enabling* in SI.
2. Move the driver/passenger front seat to the full forward and full up position.
3. Remove the front seat assembly bolts.
4. Move the front seat back to the full forward recline position.
5. Unplug the seat side connector for the main body wiring harness.
6. Disengage the seat front foot hooks by tilting the seat forward, and then lifting and pulling the seat rearwards.



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7. Gain access to the underside of the seat cushion by tilting the seat forward until the seat back rests on the steering wheel or IP. The repair can then be performed from the rear seat area.
8. Repeat steps 2 – 7 on the opposite side front seat.
9. Proceed to the *SIAB Harness Connector Removal Procedure* below.

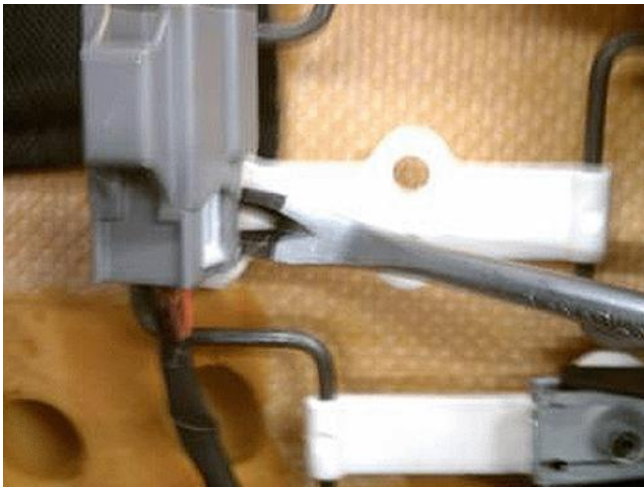
SIAB Harness Connector Removal Procedure:

Note: Perform the procedure in this bulletin on BOTH the front driver and passenger seat. The SIAB connectors are located under the seat cushion, and the technician may find a single SIAB connector or may find a second connector with power seat circuits next to it. On the driver side it is a GREEN connector on the outboard side of the seat; on the passenger side it is a GREY connector on the inboard side of the seat.



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1. Starting on the passenger seat, locate the inboard grey SIAB harness connector (1) on the underside of the seat cushion.



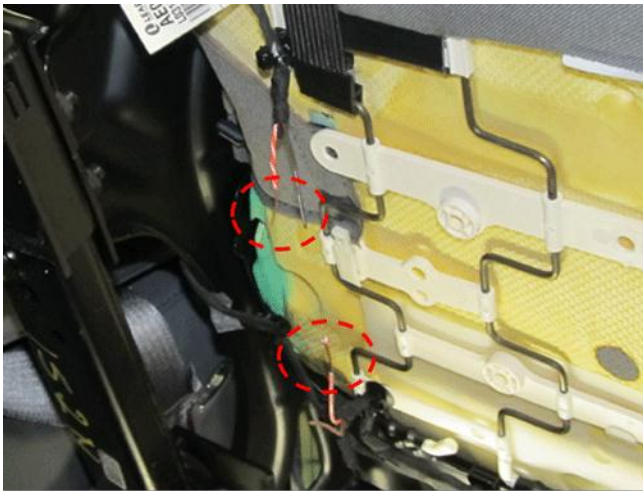
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2. Gently pry the connectors from the seat mat.
3. Carefully remove approximately 76 mm (3 in) of conduit and tape from each side of the connector to gain access to the wires.



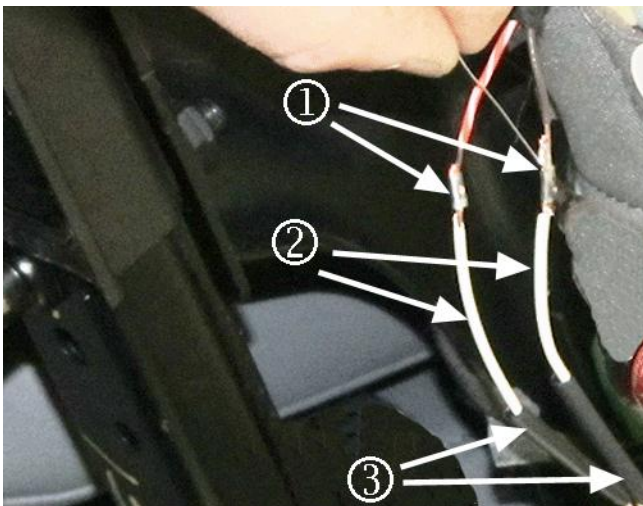
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4. As shown on the passenger side connector above, cut the wires from the harness connector as close to the connector housing as possible to minimize wire length loss.



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5. Strip off approximately 13 mm (1/2 in) of insulation from the wiring ends.



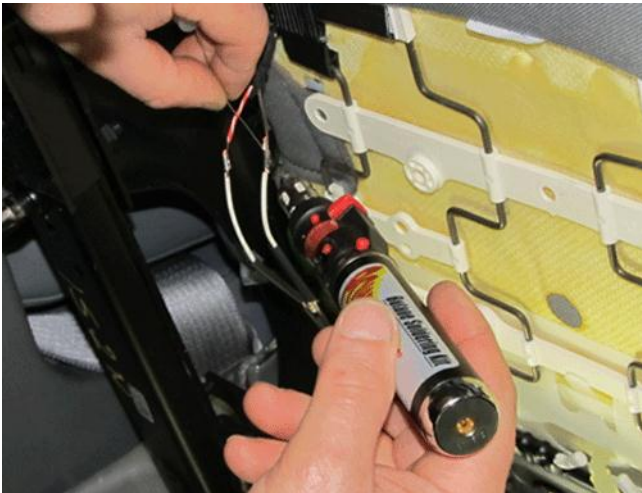
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Note: Only use heat shrink tube, P/N 12355010, or an equivalent flexible adhesive-lined/moisture resistant heat shrink tube to perform the repair in this bulletin.

6. Add one approximate 38 mm (1.5 in) section of heat shrink tube (3) to each of the four wires.

Important: .500 mm (20 gauge) wire is recommended as the jumper in order to help maintain the integrity of the splice crimp.

7. Add an approximate 102 mm (4.0 in) length jumper wire (2), obtained locally, to reconnect each set of cut wires.
 - 7.1 Strip off approximately 10mm (0.40 in) of insulation from each end of the jumper wire.
 - 7.2 Fold over one end of the jumper wire and position it together with the folded over end of one the cut wires.
 - 7.3 Crimp a splice clip (1) over the joined wires using Special Tool J-38125-8, nest F. Verify the crimp quality.
 - 7.4 Fold over the other end of the jumper wire and position it together with the folded end of the remaining wire.
 - 7.5 Crimp a splice clip (1) over the joined wires using Special Tool J-38125-8, nest F. Verify the crimp quality.
8. Repeat step 7 on the second cut wire.



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Caution: Keep the heat shrink tube above the splice when soldering the splice to ensure that the heat shrink is not prematurely shrunk and closed down over the wire or splice area due to the heat from the soldering iron.

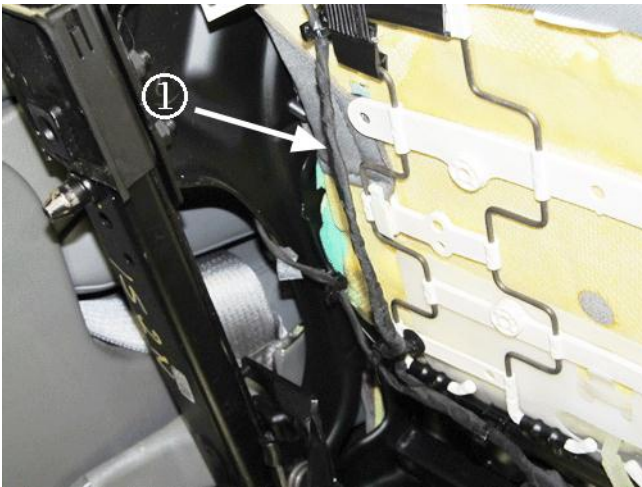
Warning: DO NOT use soldering equipment that is battery or electric powered. These types of soldering irons can induce voltage into the circuit, which may cause inflator module deployment and/or damage to electrical components. Use only the EL-28125-5 Ultra Torch or another butane fueled soldering iron when working on SIR circuits.

9. Solder all four crimp and splice clips using the Ultratorch, part number J-38125-5, or another butane fueled soldering iron.



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10. Center the heat shrink tube over all four splices and shrink/seal the heat shrink tube securely over the splice crimp and insulated wires.

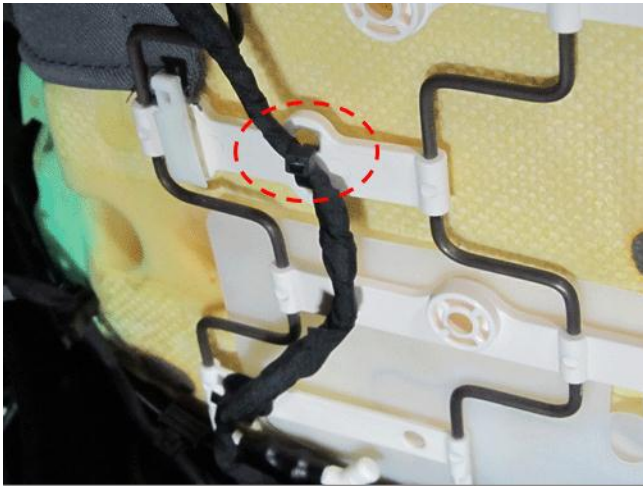


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11. Wrap woven polyester electrical tape (PET) or equivalent anti-abrasion tape or electrical tape (1) around the spliced section of both wires.

Warning: Ensure yellow tape is wrapped around the splice section of the seat wire harness to properly identify supplemental inflatable restraint (SIR) wiring. Failure to properly identify SIR wiring could cause deployment of the SIR components, personal injury, or unnecessary SIR system repairs.

12. Wrap yellow electrical tape over the polyester electrical tape or black electrical tape.

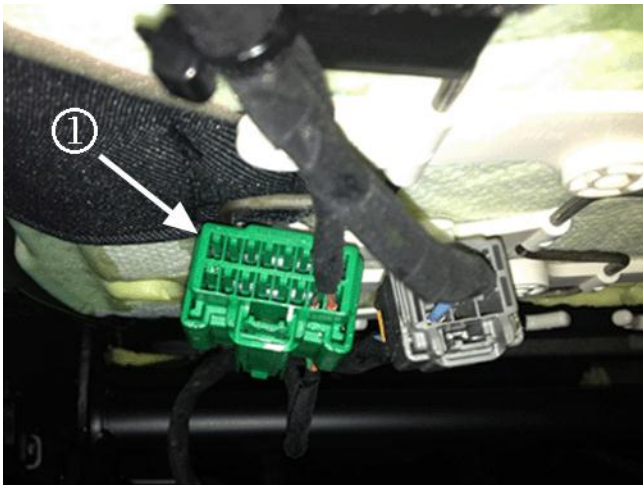


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Note: The graphic above is for illustration purposes only to show the tie strap location. In this repair, the harness would have already had the yellow tape applied in the previous step.

Caution: Avoid routing the harness along sharp metal edges. Ensure that harness is secured with some slack in the harness to allow the harness to flex or move.

13. Using the original mounting hole for the removed connector, secure the harness in position using a nylon tie strap.



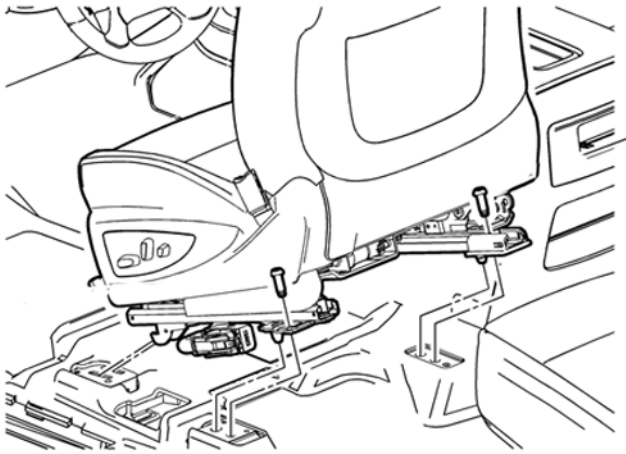
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14. Moving to the driver seat, locate the outboard green SIAB harness connector (1) on the underside of the seat cushion.



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15. Repeat steps 2 – 13 on the driver side wiring harness.



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16. Re-install driver and passenger seat. Refer to *Driver or Passenger Seat Removal and Installation* in SI.
17. Enable the SIR system. Refer to *Disabling and Enabling* in SI.
18. Connect the vehicle to scan tool (GDS2) and clear any DTC's.

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.

Labor Code	Description	Labor Time	Net Item
9100748	Driver and Passenger Seat SIAB Connector Removal	1.6	*

- * The amount identified in "Net Item" should represent the actual cost of the woven polyester electrical tape (PET) and yellow tape needed to perform the required repairs, not to exceed \$0.65 USD / \$0.90 CAD.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle.

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 PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory, or is in your facility for service, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



August 2014

Dear General Motors Customer:

We have learned that certain 2014 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles may have been built with driver and passenger seat side impact airbag (SIAB) wiring harness connectors that may have high resistance. The vehicle sensing and diagnostic module (SDM) interprets the high resistance as a fault. A fault will illuminate the airbag readiness light and turn on a "SERVICE AIR BAG" driver information center (DIC) message. The fault and the warning indicators may be intermittent. Depending on the level of resistance, the SIABs may not deploy in a crash.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will remove the driver and passenger SIAB wiring harness connectors and install electrical jumper wires in their place. This service will be performed for you at **no charge**.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any 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	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

GM CUSTOMER CARE AND AFTERSALES
DCS3272
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 28, 2014

Subject: 14166 - Customer Satisfaction Program
Seat Mounted Side Impact Airbag Connector

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500

To: All Chevrolet and GMC Dealers

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

General Motors is releasing Customer Satisfaction Program 14166 today.
Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 12, 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated July 29, 2014.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available August 5, 2014.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES