



Bulletin No.: 15642  
Date: December 2015

# Service Bulletin

## SPECIAL COVERAGE

**SUBJECT:** Special Coverage Adjustment - Side Impact Airbag Connectors

**MODELS:** 2011 Chevrolet Volt

### CONDITION

On some 2011 model year Chevrolet Volt vehicles, the airbag indicator may illuminate. This may be caused by the sensing and diagnostic module (SDM) monitoring an increase in the resistance of the driver or passenger side-impact airbag deployment loop circuits. This increased resistance may be caused by loose terminal crimps in either the driver or passenger seat mounted side-impact airbag wiring harness connectors.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to inspect for the presence of specific Diagnostic Trouble Codes (DTCs) and, if necessary, bypass the harness connectors and repair wiring in the driver and/or passenger front side-impact airbag deployment loop circuits. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after December 18, 2015, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to December 18, 2015, must be submitted to the Service Contract provider.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section 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.

## PART INFORMATION

For U.S., Canada, and Export: Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). 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 (Pack of 10)	4 Per Seat
12355010	Tubing, Shrink (1/8" Black) (Pack of 10)	1 Per Seat
*1089482 (Preferred)	Woven Polyester Electrical Tape (PET)	As Required, (Submit in Net Item)
*90235 (Preferred)	Yellow Electrical Tape	As Required, (Submit in Net Item)
Obtain Locally	Wire, Jumper (0.8 mm / 18 gauge)	As Required, (Submit in Net Item)

\* To obtain the PET and Yellow tape, contact Kent Automotive at 1-888-937-5368 or [www.kent-automotive.com](http://www.kent-automotive.com). Do not order from GMCCA.

## SERVICE PROCEDURE

Verify that DTC B0014 04 Driver Side Air Bag Deployment Loop Open, or DTC B0014 0D Driver Side Air Bag Deployment Loop High Resistance and/or B0021 04 Passenger Side Air Bag Deployment Loop Open, or DTC B0021 0D Passenger Side Air Bag Deployment Loop High Resistance are set as Current or in History. Refer to the appropriate diagnostic information in SI.

- If the above listed DTCs are not set as Current or in History, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
- Using the above DTC information, determine which seat needs to be serviced using the repair procedure below.

## REPAIR PROCEDURE

Use the following steps to remove existing yellow seat cushion to seat back mated connector pair and splice the remaining wires together using splice clips, jumper wire, solder and heat shrink.

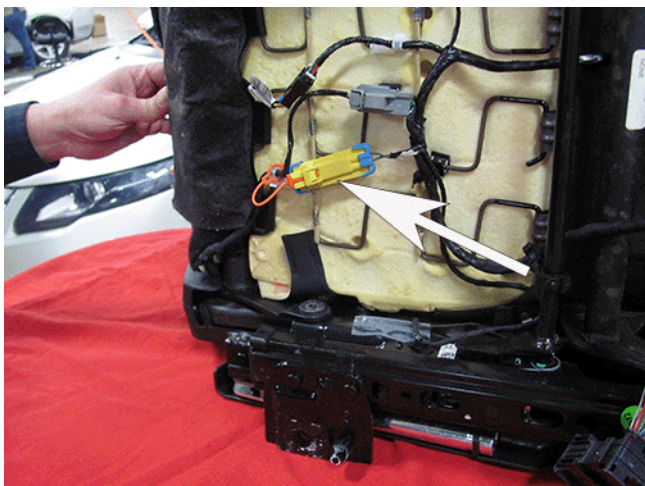
**Warning:** When performing service on or near the SIR components or the SIR wiring, the SIR system must be disabled. Failure to observe the correct procedure could cause deployment of the SIR components. Serious injury can occur. Failure to observe the correct procedure could also result in unnecessary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

1. Disable the Supplemental Inflatable Restraints (SIR) system. Refer to *SIR Disabling and Enabling* in SI.
2. Remove the affected seat. Refer to *Driver or Passenger Seat Removal and Installation* in SI.
3. Place the seat on a clean, covered work surface. Position the seat so you can access the yellow Side Impact Airbag (SIAB) harness connectors on the underside of the seat cushion.



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4. Remove the protective fabric as necessary.



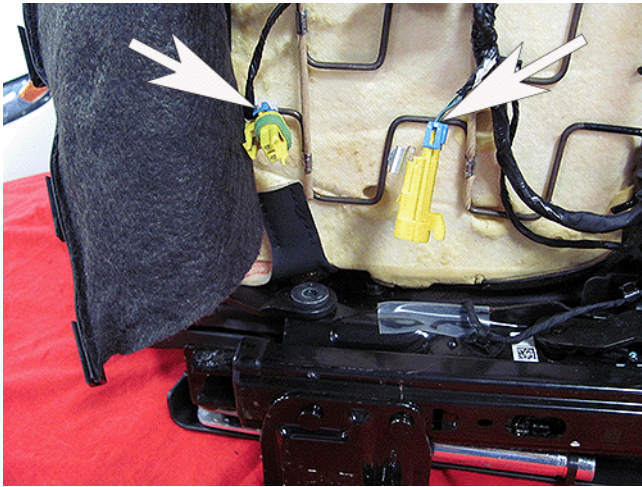
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5. Locate the yellow Side Impact Airbag (SIAB) harness connector.



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6. Remove the connector from the seat spring by releasing the metal clip.



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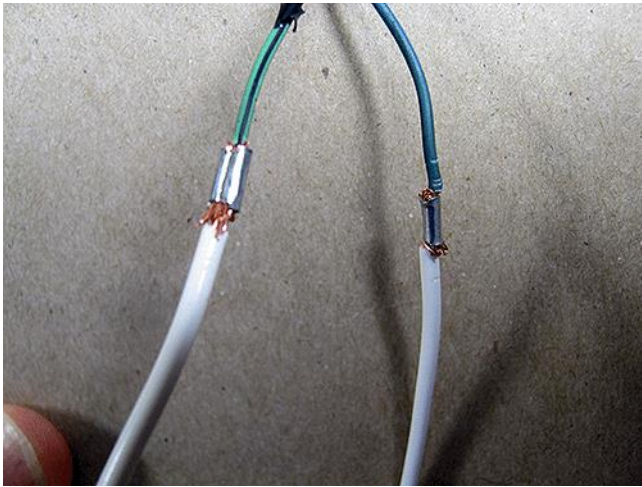
7. Using side cutters, cut the connectors from both sides of the seat harness as close to the connector as possible.
8. Strip off approximately 13 mm (1/2 in) of insulation from the wiring ends. Fold the wires.
9. Add one approximate 38 mm (1.5 in) section of heat shrink tube to each of the four wires.



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10. Prepare two approximate 75 mm (3.0 in) length jumper wires. Use locally sourced 0.8 sq mm (18 gauge) wire for the jumper wires. Strip off approximately 13 mm (1/2 in) of insulation from the wiring ends. Fold the wires as shown.
11. Insert the two jumper wires between the four harness wires. Ensure the correct wire colors are aligned.



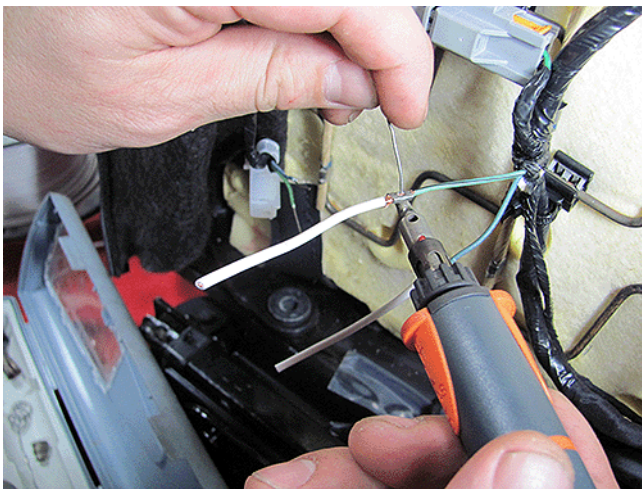


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**Note:** Keep the heat shrink tube below the splice when soldering the splice to ensure that the heat shrink is not prematurely shrunk and closed down over the wire or splice area due to the heat from the soldering iron.

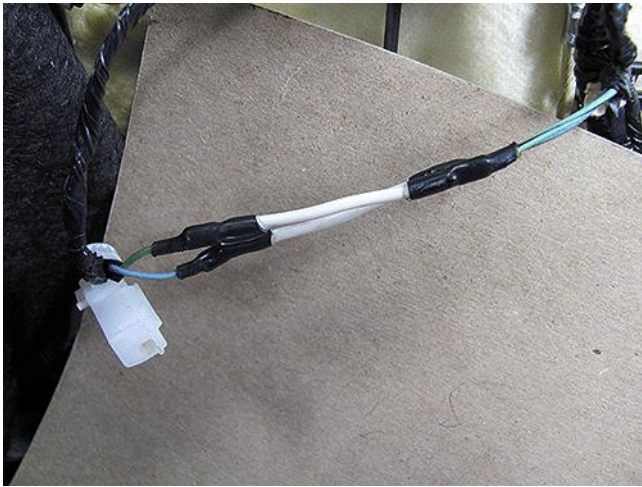
12. Crimp a splice clip over the joined wires using Special Tool J-38125-8, nest F. Verify the crimp quality. Repeat this crimp process on all four wire connections.

**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 J-38125-5A Ultra Torch or another butane fueled soldering iron when working on SIR circuits.



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13. 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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14. Center the heat shrink tube over all four splices and shrink/seal the heat shrink tube securely over the splice crimp and insulated wires.
15. Wrap woven polyester electrical tape (PET) or equivalent anti-abrasion tape 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.

16. Wrap yellow electrical tape over the polyester electrical tape.
17. Reinstall the protective fabric as necessary.
18. Reinstall the seat. Refer to *Driver or Passenger Seat Removal and Installation* in SI.
19. Enable the Supplemental Inflatable Restraints (SIR) system. Refer to *SIR Disabling and Enabling* in SI.
20. Clear any sensing and diagnostic module (SDM) DTCs using a scan tool. Verify that the airbag indicator is NOT displayed on the instrument panel cluster (IPC). If DTCs appear after clearing the SDM, refer to the appropriate diagnostic information in SI.

#### CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by December 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

#### CUSTOMER REIMBURSEMENT - For Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by December 31, 2016. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

#### 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 ZREG transaction type, unless noted otherwise.

<b>Vehicles <u>Still Covered</u> Under Applicable New Vehicle Limited Warranties</b>			
<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
6459939	Electronics/Airbags - Customer Concern Not Duplicated (CCND)	0.1-0.3	N/A
6480268	Driver or Passenger Seat SIAB Connector Removal ADD: For Second Seat	0.7 0.6	*

**Note:** For reimbursements on vehicles covered under warranty, refer to the Policies and Procedures Manual.

<b>Vehicles <u>No Longer Covered</u> Under Applicable New Vehicle Limited Warranties</b>			
<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9900284	Electronics/Airbags - Customer Concern Not Duplicated (CCND)	0.1-0.3	N/A
9900285	Driver or Passenger Seat SIAB Connector Removal ADD: For Second Seat	0.7 0.6	*
9900286	Customer Reimbursement Approved	0.2	**
9900287	Customer Reimbursement Denied - For US dealers only	0.1	N/A

**Note:** To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

- \* The amount identified in "Net Item" should represent the actual cost of the woven polyester electrical tape (PET), jumper wire, and yellow tape needed to perform the required repairs, not to exceed \$0.85 USD.
- \*\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

**CUSTOMER NOTIFICATION**

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



January 2016

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

As the owner of a 2011 model year Volt, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2011 Volt vehicles, may have a condition where the airbag indicator may illuminate. This may be caused by the sensing and diagnostic module (SDM) monitoring an increase in the resistance of the driver or passenger side-impact airbag deployment loop circuits. This increased resistance may be caused by loose terminal crimps in either the driver or passenger seat mounted side-impact airbag wiring harness connectors.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2011 model year Volt within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by December 31, 2016, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

Enclosure  
15642



## 15642 - Special Coverage - Side Impact Airbag Connectors

Updated Date: Dec 18, 2015 9:10 ET

GM CUSTOMER CARE AND AFTERSALES

DCS3880

URGENT - DISTRIBUTE IMMEDIATELY

Date: December 18, 2015

Subject: 15642 – Special Coverage Adjustment

Side Impact Airbag Connector

Models: 2011 Chevrolet Volt

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and

Service Director, Parts Manager, Used Vehicle Sales Manager,

and Warranty Administrator

General Motors is releasing Special Coverage Adjustment 15642 today. The total number of U.S. vehicles involved is 4,369. Please see the attached bulletin for details.

### **Customer Letter Mailing**

The customer letter mailing will begin in mid-January, 2016.

### **Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated December 18, 2015.

### **Campaign Initiation Detail Report (CIDR)**

The CIDR is not available for Special Coverage Adjustments.

GM CUSTOMER CARE AND AFTERSALES

15642 Bulletin.pdf

### About this Article

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