



Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Side Impact Air Bag Connector Faulty Recall Repairs

MODELS: 2008-2013 Buick Enclave
2008-2013 GMC Acadia
2008-2010 Saturn Outlook
2009-2013 Chevrolet Traverse

CONDITION

Certain 2008 – 2013 Buick Enclave, 2008-2013 GMC Acadia, 2008-2010 Saturn Outlook, and 2009-2013 Chevrolet Traverse vehicles were recalled to address corrosion and/or loose crimps in the driver and passenger-seat mounted side-impact airbag (SIAB) wiring-harness connectors, which could cause an increase in resistance that may disable the SIAB, front-center airbag, if equipped, and seat-belt pretensioners. GM has received reports that, in some cases, the required repair may have been incorrectly performed by the dealer service technician. The GM recall number was N14030 (GFPE number N-140030) NHTSA recall 14V118.

SPECIAL COVERAGE ADJUSTMENT

Dealers are to remove the section of the wire with the faulty repair and re-connect wires. 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 August 4, 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 August 4, 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

Parts required to complete this program 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 (merch pk of 10)	8 (2010-2012) 10 (2013)
12355010*	TUBING, SHRINK (1/8" BLACK) (merch pk of 10)	1-2
Obtain from Kent Automotive**	WOVEN POLYESTER ELECTRICAL TAPE (PET) – PART NUMBER 1089482 (preferred) or EQUIVALENT ANTI-ABRASION TAPE OR ELECTRICAL TAPE	As Req'd (submit as Net Item)
Obtain from Kent Automotive** or Locally	YELLOW ELECTRICAL TAPE	As Req'd (submit as Net Item)
88953215	WIRE, TXL 0.5 mm ² (20GA)	As Req'd 1 50 ft roll 1 foot per vehicle

* An additional package of clips and shrink tubing may be required if the seat harness needs to be lengthened.

** To obtain the PET and yellow electrical tape, contact Kent Automotive at 1-888-YES-KENT (1-888-937-5368) and request the special order part number 1089482.

SERVICE PROCEDURE

- Install a scan tool and verify the following Diagnostic Trouble Codes (DTCs) are set as current or history in the Sensing and Diagnostic Module (SDM): B001E, B0014, B0015, B0021, or B0022. Each of these codes could be accompanied with the any of the following symptom bytes: 02, 04, 0D, or 0E.
 - If the DTCs listed above are not set as current or history, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
 - If any of the DTCs listed above are set as current or history, proceed to step 2.

Note: Review GM Learning course 22048.60V before performing the following procedure.

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.

- Disable the Supplemental Inflatable Restraints (SIR) system. Refer to *SIR Disabling and Enabling* in SI.
- Perform steps 3.1-3.4 on both the front driver and passenger seats to gain better access to the seat and body harness.

3.1 Use a flat-bladed tool to release the tab in the rear of the front seat adjuster bolt finish cover.

3.2 Pull upward to release the retainer clip securing the cover to the seat adjuster.

Caution: Spray the seat bolts with a penetrating oil lubricant BEFORE removing the bolts.

3.3 Remove the front seat assembly bolts.

Note: Refer to PI0521D. 2011 model year vehicles with build date 01/01/11 through EORP and 2012 model year vehicles SORP through 01/20/12 have shims installed behind the front mounting hooks into the floor pan that may get knocked out of position during seat removal. Make sure the shims are not lost during seat removal.

3.4 Tilt the seat rearward until the seat back rests on the floor of the vehicle.

4. If DTC B0015 or B0022 is set, verify that the appropriate pretensioner connector and CPA are engaged. Proceed with the following wiring repair procedure even if the pretensioner connector or CPA are not fully engaged.



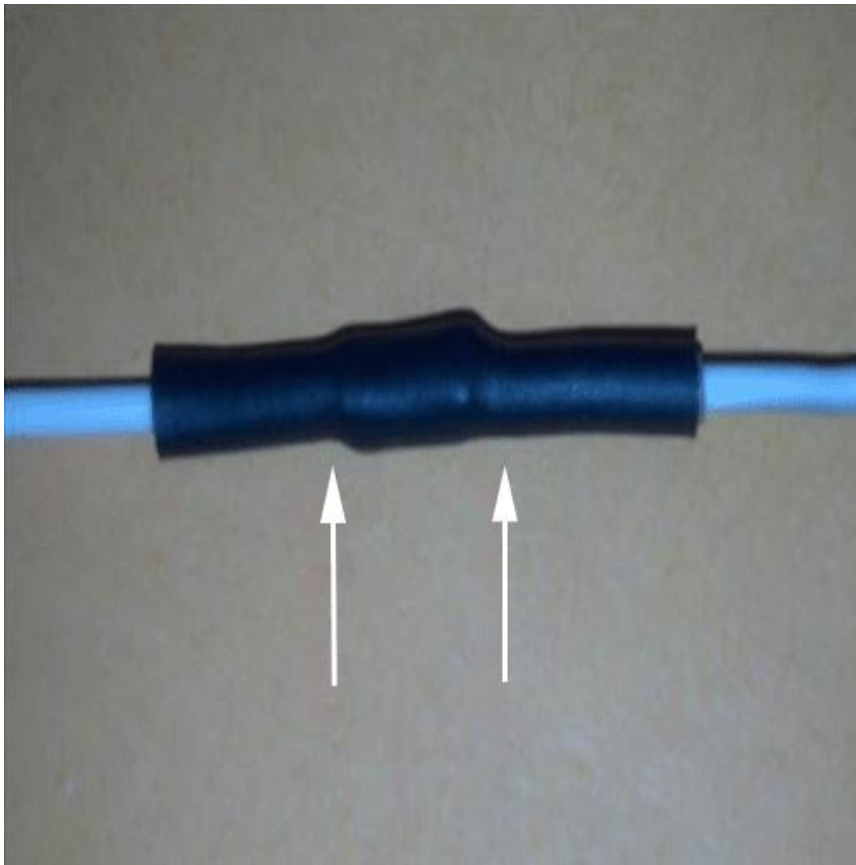
4245693

5. Locate the splices in the seat harness which is located near the front bottom of the seat cushion.

- If the yellow 2-way, 4-way, or 6-way seat and body harness connectors are still under the seat, refer to the service procedure in the latest version of Product Safety Recall 14030 in Service Information (SI). Use the warranty information listed in this special coverage for any repairs performed.
- If the connectors are not present, proceed to step 6.

6. Remove 76 mm (3 in) of conduit and tape on both sides of the heat shrink tube to gain access to the wires and splices.

Note: Before removing the splice from the seat and body harness, note the wire colors of the seat and body harness. Some wire pairs may be a slightly different color. Some wire pairs may have different colors. Mark or identify wire pairs using a pen and tape to ensure the correct wires are spliced together BEFORE removing the splice from the harness.



4245685

7. Cut the wires on each side of the splice through the heat shrink tube as close as possible to the clip to minimize wire length loss.
8. Re-heat the excess heat shrink tubing and remove it from the wires with pliers while it is still warm.
 - If the harness length is too short to perform the repair, proceed to the next step.
 - If the harness length is sufficient to perform the repair, proceed to step 11.

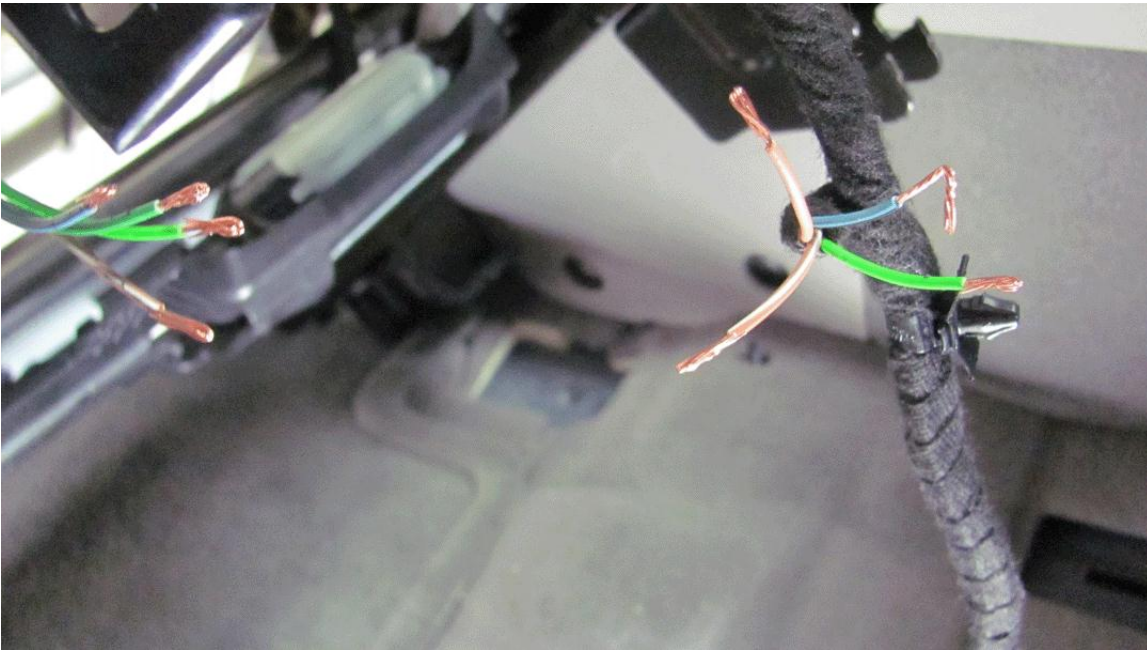
Note: Adding too much wire will increase the possibility the harness will be pinched or damaged during normal operation.

9. Obtain the appropriate length of 0.5 mm (20 GA) TXL wire needed to complete the repair.



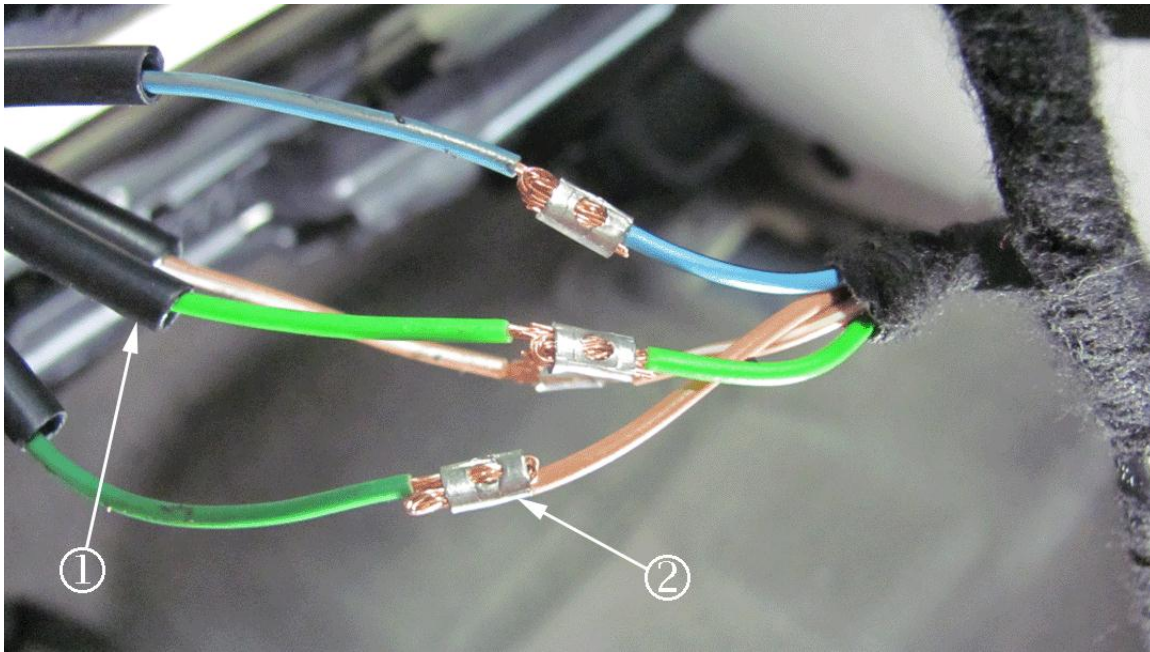
4245728

10. An additional wire clip and heat shrink tube will be required for each wire that needs to be lengthened.



3714199

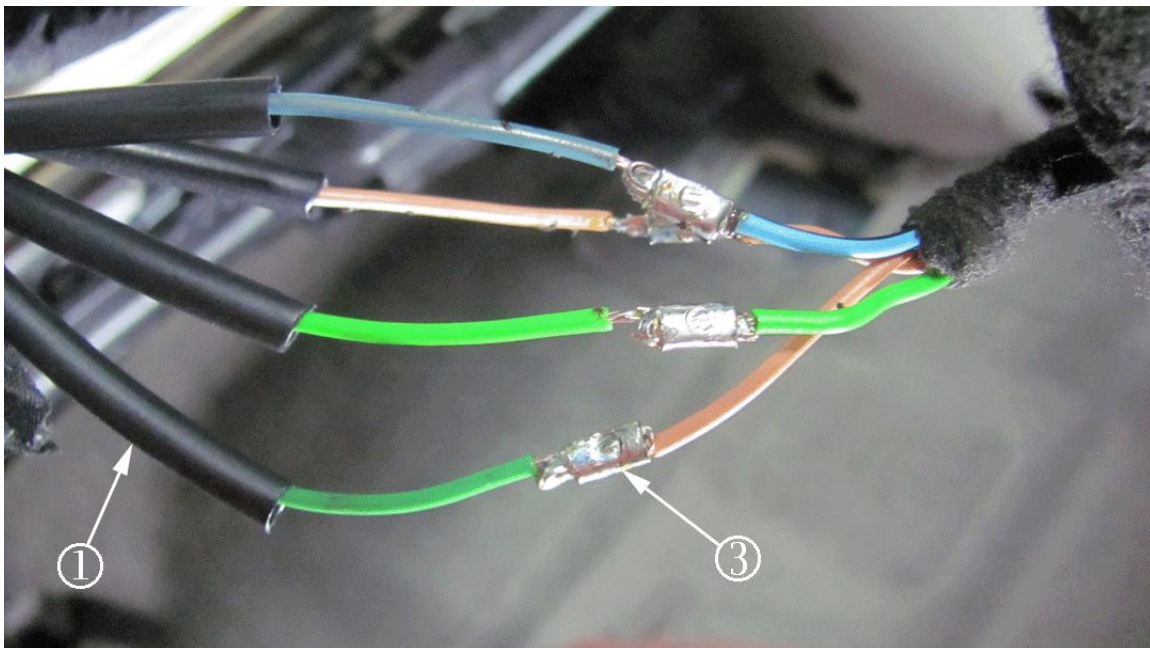
11. Remove 13 mm (1/2 in) of insulation from the seat and body harness wire ends.



3714197

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.

12. Install one 38 mm (1.5 in) section of heat shrink tube (1) onto each of the two, four, or six exposed wires on one side of seat and body harness.
13. Fold the 13 mm (1/2 in) ends of exposed copper wires over each other and crimp the splice clip (2) over the wires using Special Tool J-38125-8, crimp nest F.
14. Inspect the crimp quality.



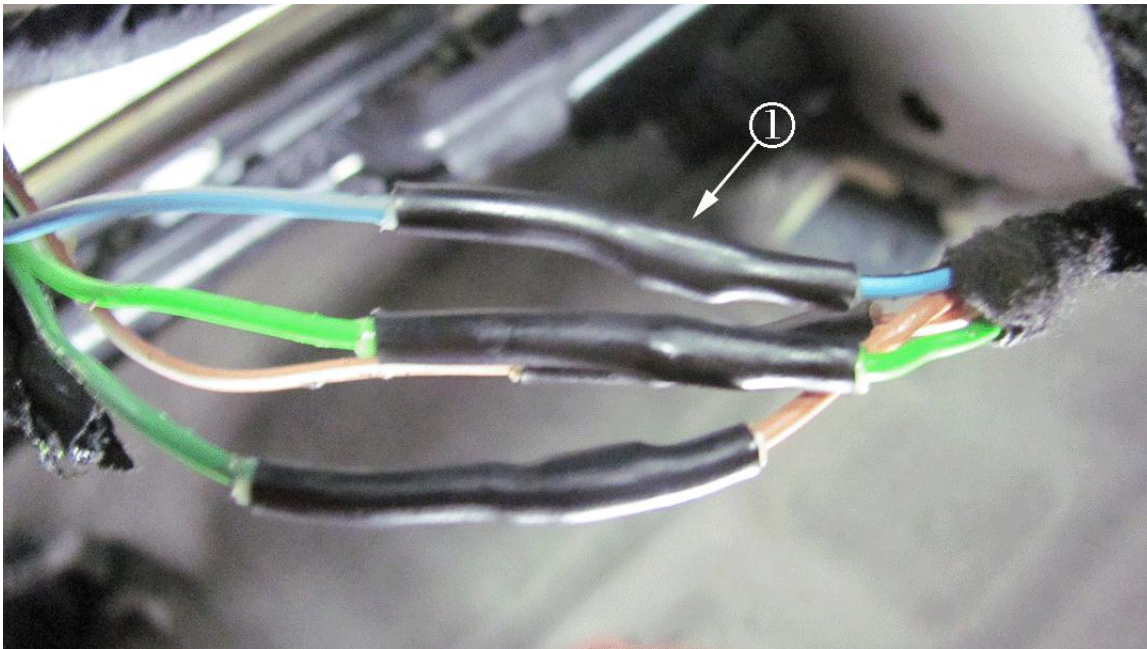
3714193

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.

Caution: Keep the heat shrink tube (1) above the splice when soldering the splice (3) 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.

Note: Use rosin core lead solder. The higher the lead content the better as it has a lower melting point.

15. Solder the crimp and splice clip using the Ultratorch, part number J-38125-5, or another butane fueled soldering iron.



3714207

16. Center the heat shrink tube (1) over the splice and use the Ultratorch, part number J-38125-5, or another butane fueled soldering iron, to shrink and seal the heat shrink tube securely over the splice crimp and insulated wires.



3714218

17. Wrap woven polyester electrical tape (PET) or equivalent anti-abrasion tape or electrical tape (4) around the spliced section of the seat and body harness wires.

Warning: Ensure yellow tape is wrapped around the splice section of the seat and body 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.



4245693

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

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. Move the seat full forward and then full rearward to ensure the slack is appropriate for the entire seat travel.

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

20. Re-install driver and passenger seat.

Note: For 2011-2013 model year vehicles, refer to PI0521D for seat reinstall instructions.

20.1 Install the two front seat assembly bolts. Tighten the bolts to **45 N·m (33 lb ft)**.

20.2 Install the two front seat adjuster bolt finish covers.

21. Enable the SIR system. Refer to *Disabling and Enabling* in SI.

22. Clear any 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

Note: Customers may have already submitted for reimbursement under safety recall 14030. Before processing a reimbursement claim under this recall, ensure that the customer did not previously submit for reimbursement.

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin, and that have not previously been submitted, are to be submitted to the dealer by August 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.

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 Canada

Note: Customers may have already submitted for reimbursement under safety recall 14030. Before processing a reimbursement claim under this recall, ensure that the customer did not previously submit for reimbursement.

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin, and that have not previously been submitted, are to be submitted to the dealer prior to or by August 31, 2016. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, with no mileage restriction.

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 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 ZREG transaction type, unless noted otherwise.

Vehicles <u>Still Covered</u> Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
6459939	Electronics/Airbags - Customer Concern Not Duplicated (CCND)	0.1-0.3	N/A
6480218	Vehicle Harness Repair		*
	2008 Vehicles	1.2	
	2009-2012 Vehicles	1.6	
	2013 Vehicles	1.8	
	Add: Adding Additional Wire	0.1-0.5	N/A

Note: For reimbursements on vehicles covered under warranty, refer to the Policies and Procedures Manual. Customers may have already submitted for reimbursement under safety recall 14030. Before submitting the transaction, ensure that a reimbursement was not previously processed.

Vehicles <u>No Longer Covered</u> Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
9900235	Electronics/Airbags - Customer Concern Not Duplicated (CCND)	0.1-0.3	N/A
9900236	Vehicle Harness Repair		*
	2008 Vehicles	1.2	
	2009-2012 Vehicles	1.6	
	2013 Vehicles	1.8	
	Add: Adding Additional Wire	0.1-0.5	N/A
9900237**	Customer Reimbursement Approved	0.2	**
9900238	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* The amount identified in "Net Item" should represent the actual cost of the woven polyester electrical tape and yellow electrical tape needed to perform the required repairs, not to exceed \$0.66 USD/CAD.

** Customers may have already submitted for reimbursement under safety recall 14030. Before submitting the transaction, ensure that a reimbursement was not previously processed.

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).

August 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

Our records indicate that you had your vehicle serviced for GM safety recall 14030. This recall related to corrosion and/or loose crimps in the driver and passenger-seat mounted side-impact airbag (SIAB) wiring-harness connectors, which could cause an increase in resistance that may disable the SIAB, front-center airbag, if equipped, and seat-belt pretensioners.

GM has received reports that, in some cases, the required repair may have been incorrectly performed by the dealer service technician. If the repair was incorrectly performed on your vehicle, your vehicle's airbag readiness light will illuminate and/or a "SERVICE AIR BAG" message will appear in your vehicle's Driver Information Center.

What We Have Done: If your vehicle received an incorrect recall repair under GM safety recall 14030, GM will correct the repair for you at **no charge**. Your GM dealer will remove the driver and passenger SIAB wiring harness spliced repair and re-splice and solder the wires together. 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 You Should Do: If the "SERVICE AIR BAG" message appears in your vehicle's Driver Information Center and you believe that your vehicle has the condition described above, you should contact your GM dealer to arrange a service appointment as soon as possible. Do not take your vehicle to your GM dealer unless the message appears and you believe your vehicle has the condition. Repair for conditions other than the condition described above is not covered under this special coverage program.

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. Repairs and adjustments qualifying under this special coverage must be performed by a GM dealer.

Reimbursement: If you have paid for repairs for the condition described in this letter, and have not yet submitted for reimbursement, 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 August 31, 2016, unless state law specifies a longer reimbursement period.

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

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Saturn	1-800-553-6000	1-800-833-6000
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 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
15536

GM CUSTOMER CARE AND AFTERSALES
DCS3735
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 4, 2015

Subject: 15536 – Special Coverage Adjustment
Side Impact Air Bag Connector Faulty Recall Repairs

Models: 2008-2013 Buick Enclave
2008-2013 GMC Acadia
2008-2010 Saturn Outlook
2009-2013 Chevrolet Traverse

To: All Buick, Chevrolet, GMC and Saturn 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 15536 today. The total number of U.S. vehicles involved is approximately 15,700. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 20, 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated August 6, 2015.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES