



Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Illumination of Airbag Readiness Light/Service Airbag Message

MODELS: 2010-2011 Chevrolet Equinox
2010-2011 GMC Terrain

CONDITION

On some 2010-2011 model year Chevrolet Equinox and GMC Terrain vehicles, high resistance in the side-impact airbag (SIAB) circuit may cause the airbag-readiness light to illuminate and the “SERVICE AIR BAG” message to display.

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 crimp and solder the SIAB wiring harness connector, located between the seat cushion and seat back, on the driver and passenger seats. 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 June 25, 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 June 25, 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 special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCCA).

Part Number	Description	Quantity/Vehicle
05297428	CLIP, WRG HARN SPLICE (Merch Pack of 10)	4
12355010	TUBING, SHRINK (1/8" BLACK) (Merch Pack of 10)	1
Obtain from Kent Automotive*	WOVEN POLYESTER ELECTRICAL TAPE (PET) – PART NUMBER 1089482	As Req'd (Submit as Net Item)
12377900 - US 10953529 - CN	**LUBRICANT,DIELECTRIC (2 OZ)	As Req'd (Submit as Net Item)

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

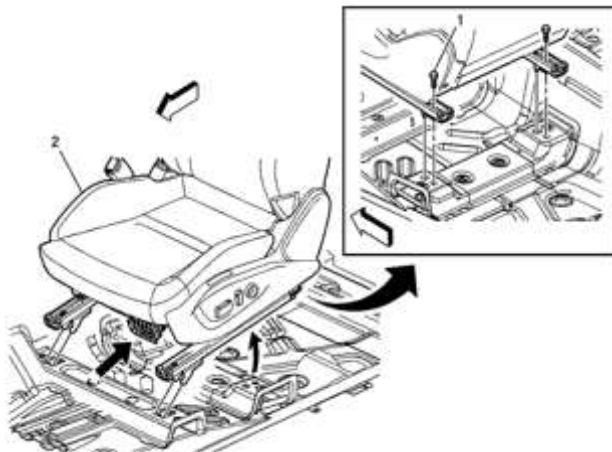
** This GM Dielectric Lubricant is required for this application. **NO substitute is acceptable.**

SERVICE 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.

Caution: Use only the dielectric lubricant listed in the part table above. Use of any substitute material may lead to a future failure of this repair.

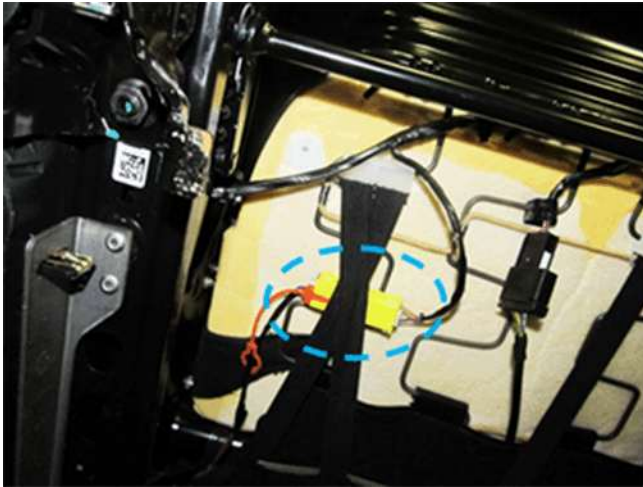
1. Disable the Supplemental Inflatable Restraints (SIR) system. Refer to *SIR Disabling and Enabling* in SI.



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Note: Perform the procedure in this bulletin on BOTH the front driver and passenger seat. The SIAB connectors are located under the seat cushion.

2. Remove the passenger front seat. Refer to *Driver or Passenger Seat Removal and Installation* in SI.



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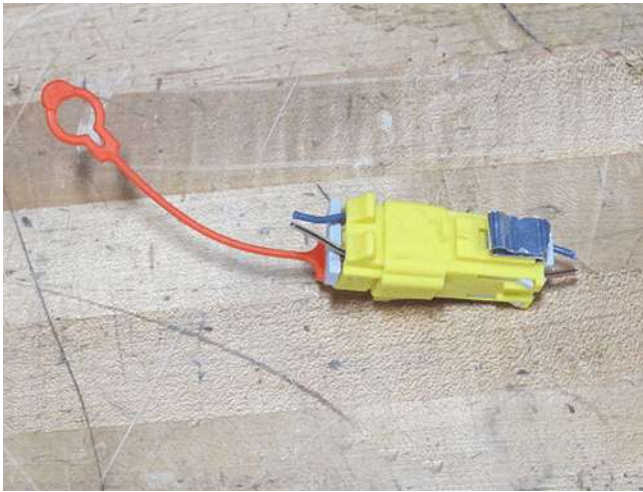
3. Carefully remove the passenger front seat from the vehicle and place on a clean, covered work surface. Position the seat so you can access the yellow Side Impact Airbag (SIAB) harness connector (circled above) on the underside of the seat cushion.
4. Release the SIAB connector from under the seat cushion straps.



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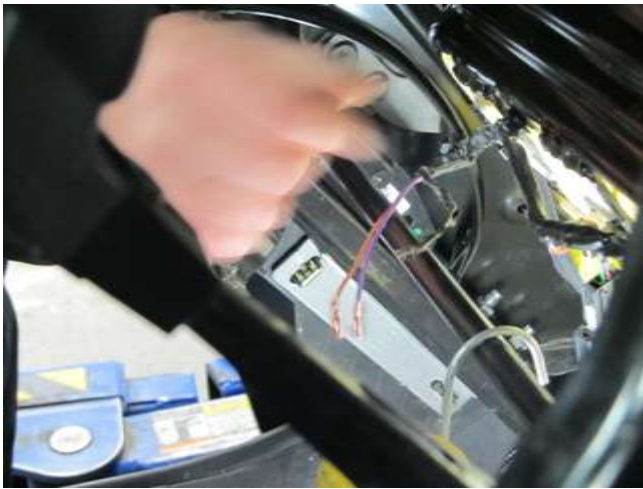
5. Carefully remove approximately 76 mm (3 in) of conduit and tape from each side of the connector to gain access to the wires.

Note: Before removing the yellow connector from the harness, note the wire colors. Some wire pairs are very similar in color. Some wire pairs may have different colors. Ensure the wires are matched BEFORE splicing the wires of the harness together.



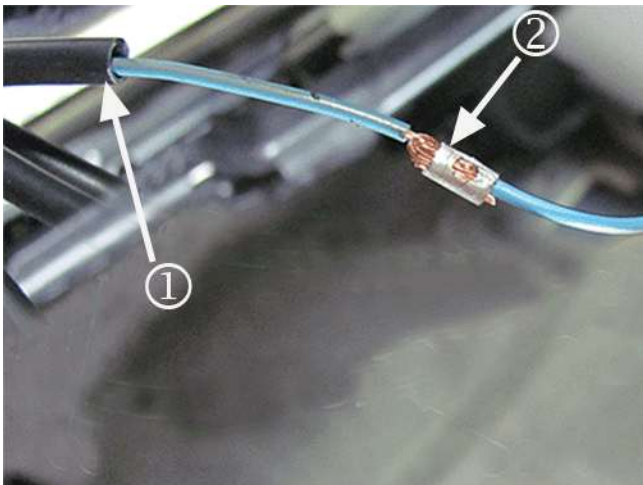
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6. As shown on the connector above, cut the wires from the harness connector as close to the connector housing as possible to minimize wire length loss.



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

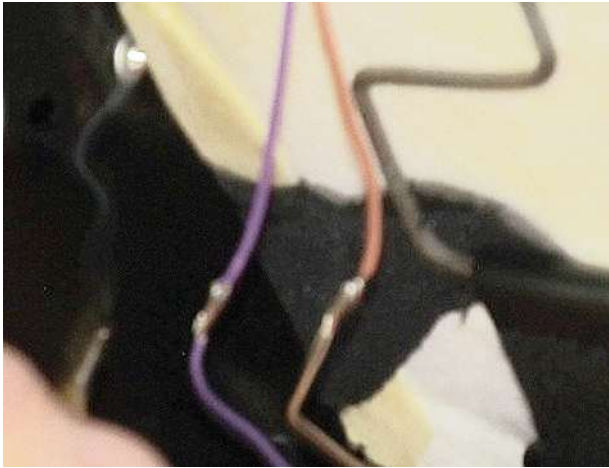


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Note: Only use heat shrink tube, P/N 12355010, or an equivalent flexible adhesive-lined/moisture resistant heat shrink tube to perform the repair in this bulletin.

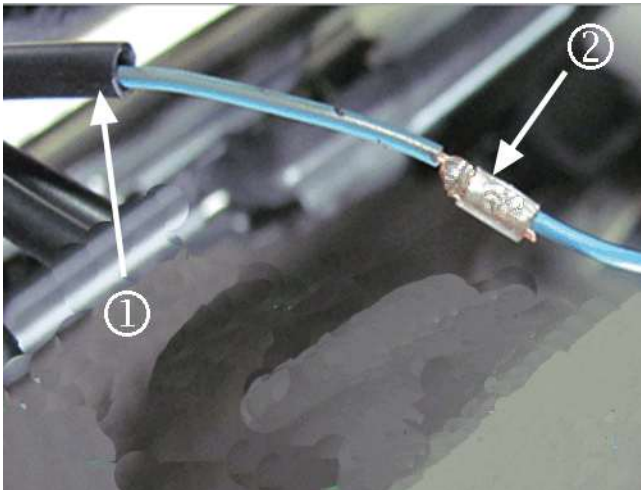
8. Add one approximate 38 mm (1.5 in) section of heat shrink tube (1) to each wire on one side of the harness.

9. Matching the appropriate color wire pairs, 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.
10. Verify the crimp quality.



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11. Fold the 13 mm (1/2 in) ends of exposed copper wires over each other and crimp the splice clip over the second set of wires.

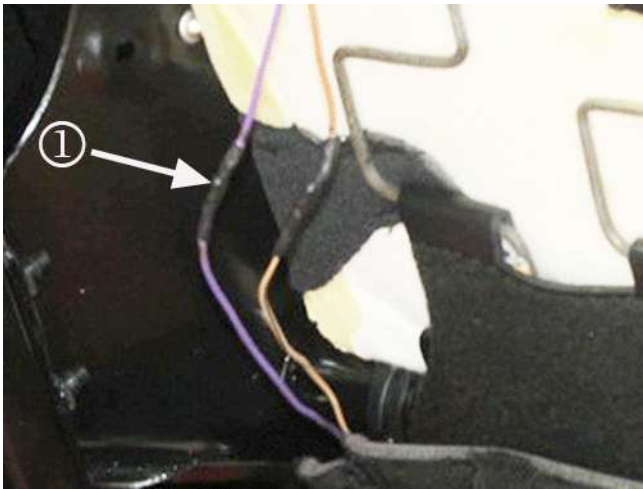


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Caution: Keep the heat shrink tube (1) above the splice (2) when soldering the splice to ensure that the heat shrink is not prematurely shrunk and closed down over the wire or splice area due to the heat from the soldering iron.

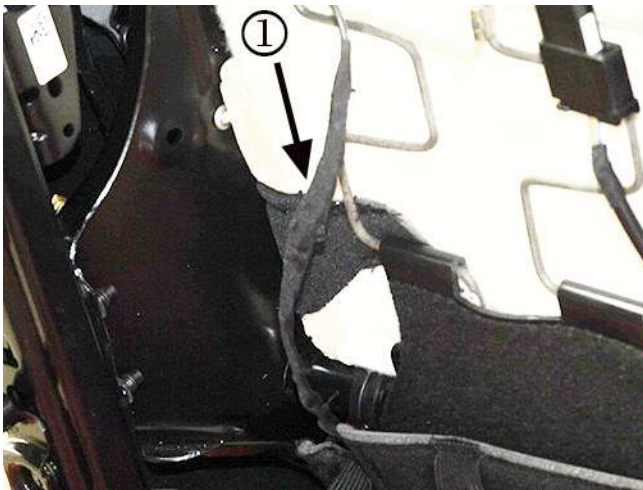
Warning: DO NOT use soldering equipment that is battery or electric powered. These types of soldering irons can induce voltage into the circuit, which may cause inflator module deployment and/or damage to electrical components. Use only the J-38125-5A Ultra Torch or another butane fueled soldering iron when working on SIR circuits.

12. Solder both crimp and splice clips using the Ultra Torch, part number J-38125-5A, or another butane fueled soldering iron.



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13. Center the heat shrink tube (1) over both splices and shrink/seal the heat shrink tube securely over the splice crimp and insulated wires.



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



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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.

15. Secure the harness in position underneath the cushion cover straps, as shown above.



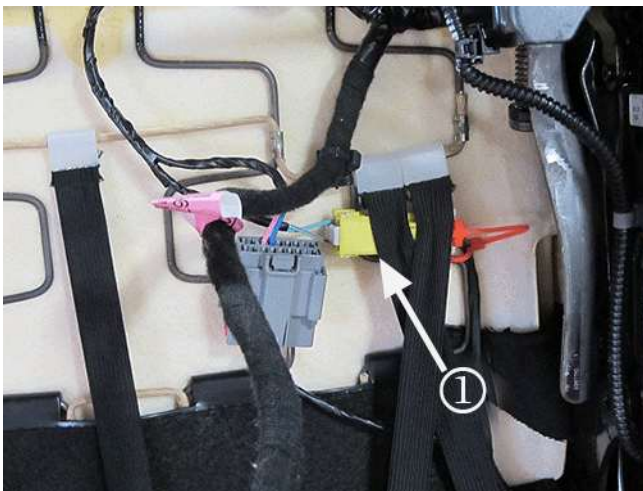
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16. Before reinstalling the seat, apply dielectric lubricant (clear gel), GM P/N 12377900 (in Canada, use P/N 10953529), completely across the terminals on both sides of the seat and main body harness connectors.



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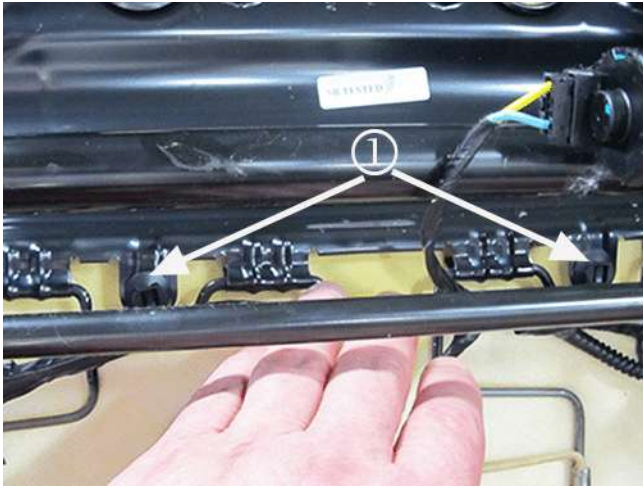
17. Reconnect the seat and body harness connectors. Wipe away any excess lubricant.
18. Re-install the passenger seat. Refer to *Driver or Passenger Seat Removal and Installation* in SI.
19. Carefully remove the driver front seat from the vehicle and place on a clean, covered work surface. Refer to *Driver or Passenger Seat Removal and Installation* in SI.



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20. Locate and release the SIAB connector (1) from under the seat cushion straps.

Note: Specific to the driver seat, more harness slack is necessary to allow soldering of the wire ends together. To allow more slack, the tie straps retaining the harness to the seat frame push-pins will need to be removed.



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21. At the underside, forward frame of the seat, cut and remove the two tie straps retaining the harness to the two push-pin retainers (1).

22. Repeat steps 5 – 13 on the driver side seat.

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.

23. Reroute the harness along the forward seat frame.



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24. Position the harness to the two push pins and install a new tie strap (1), procured locally, at each location.

25. Snug the tie straps enough to retain the harness and trim off excess strap.



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26. Secure the harness in position underneath the cushion cover straps, as shown above.



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27. Before reinstalling the seat, apply dielectric lubricant (clear gel), GM P/N 12377900 (in Canada, use P/N 10953529), completely across the terminals on both sides of the seat and main body harness connectors.
28. Re-install the driver seat. Refer to *Driver or Passenger Seat Removal and Installation* in SI.
29. Enable the SIR system. Refer to *Disabling and Enabling* in SI.
30. 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 U.S.

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by July 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 Canada and 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 July 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 U.S. 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 Still Covered Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
2680268	Driver and Passenger Seat SIAB Wire Repair	1.6	*

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

Vehicles No Longer Covered Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
9900192	Driver and Passenger Seat SIAB Wire Repair	1.6	*
9900193	Customer Reimbursement Approved	0.2	**
9900194	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 sum total of the PET need to perform the required repair, and the current GMCCA Dealer net price for the dielectric lubricant needed to perform the required repairs, not to exceed \$0.55 USD, \$0.75 CAD, plus applicable Mark-Up or Landed Cost (for Export) for the dielectric lubricant.
- ** 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).



July 2015

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

Dear General Motors Customer:

As the owner of a 2010-2011 model year Chevrolet Equinox or GMC Terrain, your satisfaction with our product is very important to us.

This letter is intended to make you aware that, on certain 2010-2011 model year Chevrolet Equinox and GMC Terrain vehicles, high resistance in the side-impact airbag circuit may cause the airbag-readiness light to illuminate and the "SERVICE AIR BAG" message to display.

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 2010-2011 model year Chevrolet Equinox or GMC Terrain 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 July 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
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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Alicia S. Boler-Davis
Sr. Vice President
Global Connected Customer Experience

Enclosure
14710

GM CUSTOMER CARE AND AFTERSALES
DCS3699
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 25, 2015

Subject: 14710 – Special Coverage Adjustment
Illumination of Airbag Readiness Light and Service Airbag Message

Models: 2010-2011 Chevrolet Equinox
2010-2011 GMC Terrain

To: All Chevrolet and GMC 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 14710 today. The total number of U.S. vehicles involved is approximately 460,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in GWM will be updated in the future.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES