



Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Daytime Running Lamp Inoperative

**MODELS: 2007-2012 GMC Acadia
Equipped with High-intensity Discharge Headlamps (RPO TVD)**

CONDITION

On **certain** 2007-2012 model year GMC Acadia vehicles equipped with high-intensity discharge (HID) headlamps (RPO TVD), the heat generated by the daytime running lamp (DRL) may deform the bulb gasket. This condition could result in the loss of DRL function and cause damage to the headlamp assembly; however, low and high beam headlamp operation are unaffected.

SPECIAL COVERAGE ADJUSTMENT

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

Dealers are to inspect the headlamp for damage and replace the headlamp assembly as necessary. For headlamps without damage, dealers are to install a new gasket and reinforcement plate between the socket and the reflector. 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 May 13, 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 May 13, 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
22967250	HEADLAMP KIT	1
22938889	HEADLAMP ASM LT	1
22938888	HEADLAMP ASM RT	1

SERVICE PROCEDURE

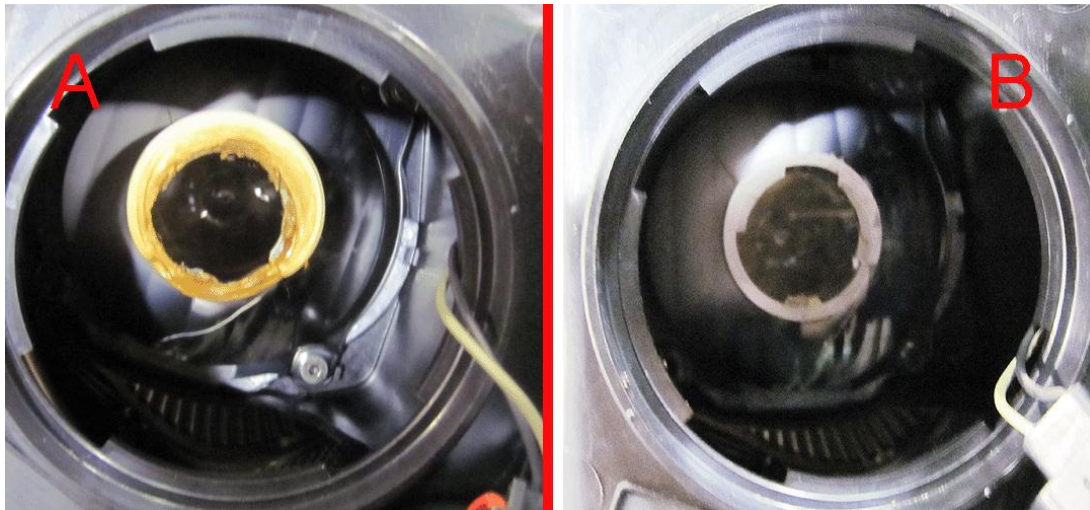
Note: If a customer states that a daytime running light (DRL) is not functioning or that the DRL bulb reflector material is cracked, remove and inspect both the driver and passenger side headlamp. Repair or replace both the driver and passenger side headlamp using the repair or replacement procedure in this bulletin.

1. Remove the headlamp assembly from the vehicle and place it on a clean work bench. Refer to *Headlamp Replacement* in SI.



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2. Remove headlamp bulb accessory cover.
3. Disconnect the electrical connector from the bulb socket.
4. Disconnect the bulb socket from the headlamp assembly.



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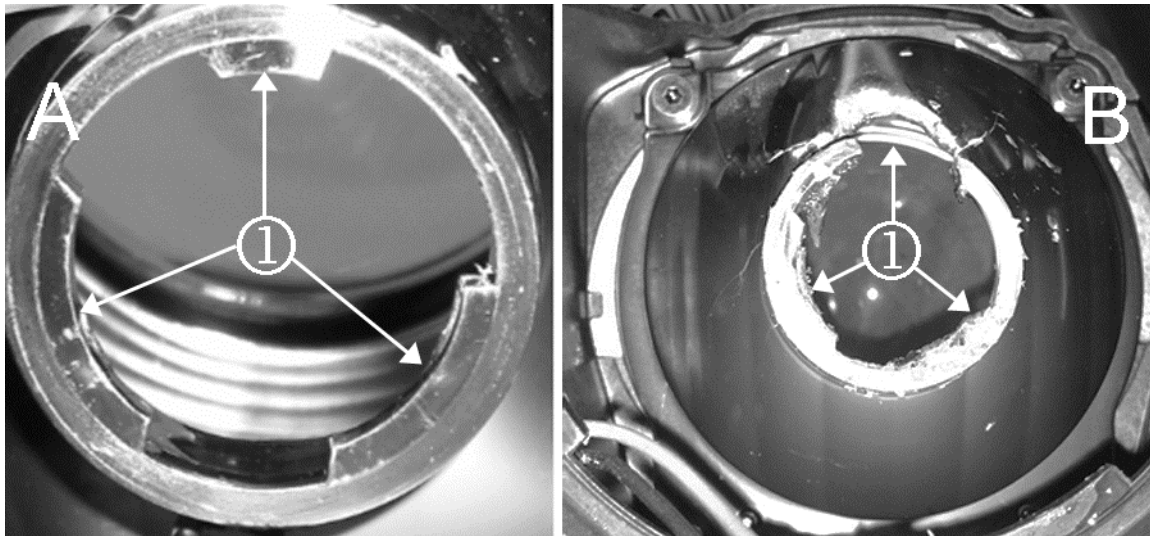
The “A” portion of the illustration shows the old gasket. The “B” portion of the illustration shows a clean bulb reflector.

5. Remove old gasket on the bulb reflector using a shop towel and cleaner.



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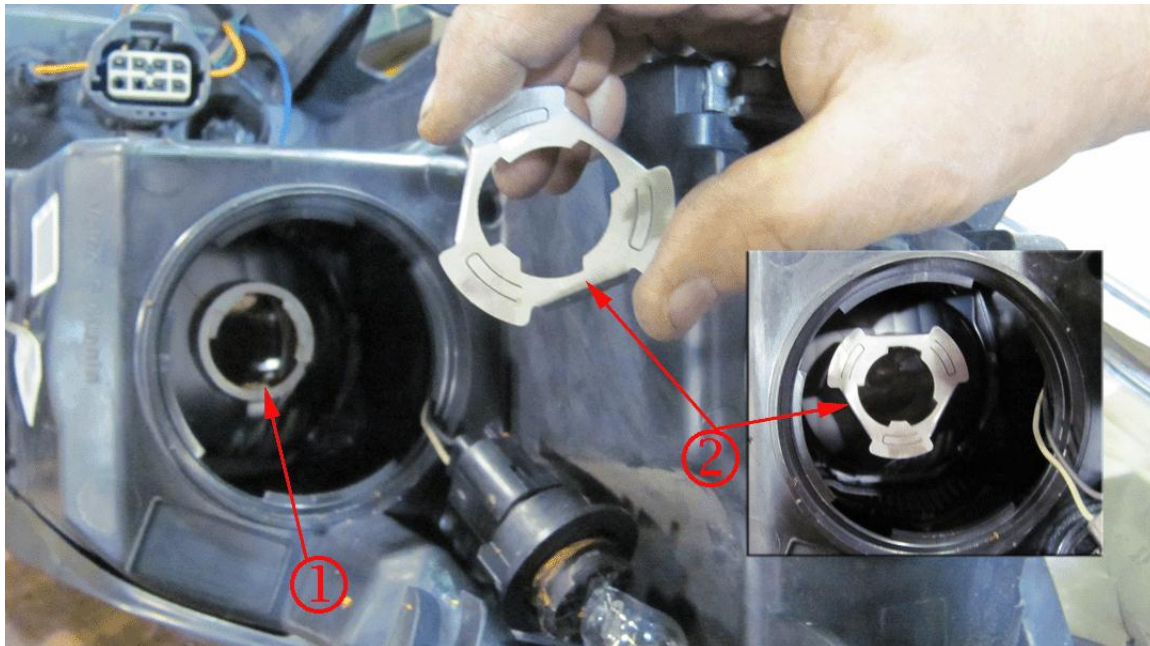
6. Clean old gasket material from the bulb socket.



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Note: Only replace the headlamp if the reflector lugs are damaged or missing.

7. Inspect the reflector lugs (1) for damage, such as cracking, warping, or looseness.
 - If the headlamp reflector lugs (1) are NOT cracked, warped, loose or missing, install the reinforcement plate kit. Refer to 'A' portion of the photograph. The 'A' portion of the photograph shows usable reflectors lug. Do NOT replace the headlamp. Proceed to step 8.
 - If the headlamp reflector lugs (1) are cracked, warped, loose or missing, replace the headlamp. Refer to the 'B' portion of the photograph. The 'B' portion of the photograph shows an unusable reflector lug. The upper lug missing. Proceed to step 13.



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8. Align reinforcement plate tabs to the bulb reflector lugs (1). Install the reinforcement plate (2) onto the blub reflector (1) in the 12 o'clock position.



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9. Install the new gasket onto the bulb socket.
10. Install bulb socket into headlamp assembly.
11. Connect the bulb socket electrical connector.



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12. Install headlamp bulb accessory cover.
13. Install headlamp assembly. Refer to *Headlamp Replacement* in SI.
14. Install the front bumper fascia. Refer to *Front Bumper Fascia Replacement* in SI.

CUSTOMER REIMBURSEMENT

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by May 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.

COURTESY TRANSPORTATION

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 appropriate table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

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

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

For Use With Vehicles Still Covered Under Applicable New Vehicle Limited Warranties

Labor Code	Description	Labor Time	Net Item
2080508	Headlamp Repair or Replacement (includes both headlamps)	1.5	N/A

For Use With Vehicles No Longer Covered Under Applicable New Vehicle Limited Warranties

Labor Code	Description	Labor Time	Net Item
9900150	Headlamp Repair or Replacement (includes both headlamps)	1.5	N/A
9900151	Customer Reimbursement Approved	0.2	*
9900152	Customer Reimbursement Denied - For US dealers	0.1	N/A

* 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).



May 2015

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

Dear General Motors Customer:

As the owner of a 2007-2012 model year GMC Acadia, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2007-2012 model year GMC Acadia vehicles equipped with high-intensity discharge (HID) headlamps may have a condition that can cause the daytime running lamps (DRL) to generate heat that can deform the bulb gasket. This condition could result in the loss of DRL function and cause damage to the headlamp assembly; however, low and high beam headlamp operation are unaffected.

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 2007-2012 model year GMC Acadia within 10 years of the date your vehicle was originally placed in service or 120,000 miles, 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 May 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)
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
14823

GM CUSTOMER CARE AND AFTERSALES
DCS3654
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 13, 2015

Subject: 14823 – Special Coverage Adjustment
Daytime Running Lamp Inoperative

Models: 2007-2015 GMC Acadia
Equipped with High-intensity Discharge Headlamps (RPO TVD)

To: All GMC Dealers

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

General Motors is releasing Special Coverage Adjustment 14823 today. The total number of U.S. vehicles involved is approximately 69,896. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 26, 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated May 13, 2015.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES