



GM Bulletin No.: 23010
Date: March 2016

Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Side Airbag Harness Damaged by Seat Frame
Expires with Base Warranty

MODELS: 2016 Chevrolet Volt

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to inspect, and if necessary, apply anti-abrasion tape to a specific weld on **certain** 2016 model year Chevrolet Volt vehicles. Some vehicles may have been produced with a weld in the seat back frame that creates a sharp edge that can damage the seat side airbag wiring. These vehicles may experience a loss of continuity to the front driver or passenger seat side airbag deployment circuit, and will result in a DTC B0021 or B0014.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians 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.

Additionally, a list of involved vehicles currently in dealer inventory can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

For US and Canada: Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). 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. Parts may have quantity limiters in effect.

Part Number	Description	Quantity/Vehicle
25791492	Sealer Tape	2

SERVICE PROCEDURE

1. Place driver seat in full forward position and raise seat.



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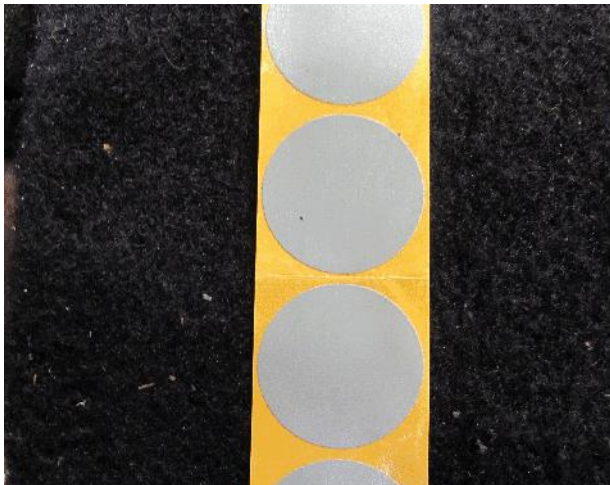
2. Using a trim tool, push the seat cover to the side to expose seat frame.
3. Inspect the front side airbag harness for any damage and repair as required. Refer to *SIR/SRS Wiring Repairs* in SI.



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4. Using the sealer tape, place one piece over the seat frame edge as shown above and wrap around to cover any sharp edges as shown above. If needed, use multiple pieces of sealer tape to ensure good coverage to all sharp edges.



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5. Place the seat cover back into position.
6. Repeat steps 1-5 for the passenger seat.

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
9102068	Install Sealer Tape	0.2
	Add: To Repair Wire	0.5

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS3948
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 3, 2016

Subject: 23010 - Service Update
Side Airbag Harness Damaged by Seat Frame

Models: 2016 Chevrolet Volt

To: All Chevrolet Dealers

General Motors is releasing Service Update 23010 today. The total number of U.S. vehicles involved is approximately 700. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 4, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS