

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5011
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 2, 2019

Subject: N172097060 - Special Coverage
Side Blind Zone Alert Module Water Intrusion

Models: 2013 - 2016 Chevrolet Cruze
2014 - 2015 Chevrolet Impala
2013 - 2017 GMC Acadia
Equipped with Side Active Safety-Obstacle Detection Enhanced

To: All General Motors Dealers

General Motors is releasing Special Coverage N172097060 today. The total number of U.S. vehicles involved is approximately 131,652. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on April 19, 2019.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated April 2, 2019. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N172097060 Side Blind Zone Alert Module Water Intrusion



Reference Number: N172097060

Release Date: April 2019
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Cruze	2013	2016	UKC	Side active safety-obstacle detection enhanced
Chevrolet	Impala	2014	2015	UFT	Side active safety-obstacle detection
GMC	Acadia	2013	2017	UFT	Side active safety-obstacle detection

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Some 2013-2016 model year Chevrolet Cruze, 2014-2015 Chevrolet Impala and 2013-2017 GMC Acadia vehicles, may have a condition where the Side Blind Zone Alert (SBZA) modules may fail or malfunction due to water intrusion. The driver may experience a side blind zone alert message displayed on the driver instrument cluster (DIC). If this message is ignored, the condition could result in the corruption of LS GMLAN that may result in the loss of some driver interface functions such as cluster, infotainment / displays, chime, and passenger presence detection (passenger airbag could be suppressed, w/airbag TT, DIC message).
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 6 years or 80,000 miles (130,000 km) whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after April 2, 2019, 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 April 2, 2019, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to repair the vehicle by ordering and installing the appropriate service kit. The service kit will contain all of the components required to complete the repair. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Kit-Acadia MY 2013-14	84651473
1	Kit-Acadia MY 2015-16	84651475
1	Kit-Acadia MY 2017	84651477
1	Kit- Cruze MY 2013	84651440
1	Kit- Cruze MY 2014	84651441
1	Kit- Cruze MY 2015-16	84651442
1	Kit-Impala MY 2014	84648919
1	Kit-Impala MY 2015	84648920

Parts should only be ordered when verification of system function determines that it is necessary to repair the Side Blind Zone Monitor System as noted in the procedure.

Note: Use the VIN to determine which kit to order. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. All orders may be reviewed prior to being filled. Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts may have quantity limiters in effect.

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Important: These new parts kits have been released to support this special coverage and to enable dealers to resolve affected customer concerns in one service visit. These kits contain 2 Side Blind Zone Alert Modules, a wiring harness and a plastic cover kit (which contains RH and LH plastic covers, tie straps, push pins and instructions).

When ordering the kit, you do not need to order the individual module or harness part #, as they are already included in the kit as noted above.

Reminder: Parts may be removed from RIM management. Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900590	Diagnostic Time Only – No Repair Required	0.1-0.3		
9900591	Install Side Blind Zone Sensor Kit: Acadia and Cruze Impala Add: Diagnostic Time	- 1.2 1.0 0.1-0.3	ZREG	N/A
9900592	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZREG	*
9900593	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

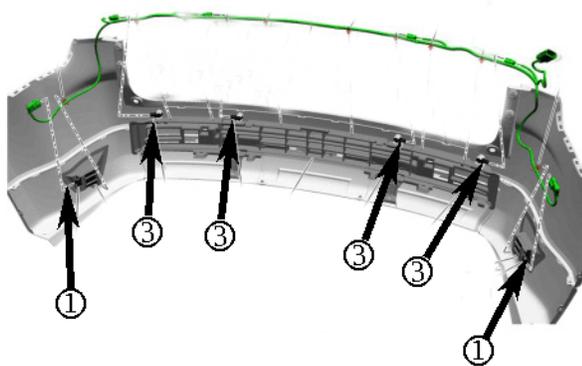
* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure Acadia

Verify the function of the side blind zone monitor system. If the system is operating properly, no further action is required. Inform the customer that the vehicle does not require the repair described in this campaign. If the system is not functioning properly, perform the procedure listed below.

1. Remove the rear bumper fascia. Refer to *Rear Bumper Fascia Replacement* in SI. Place the fascia assembly on a clean soft work surface. Use care to not damage the finish on the fascia.

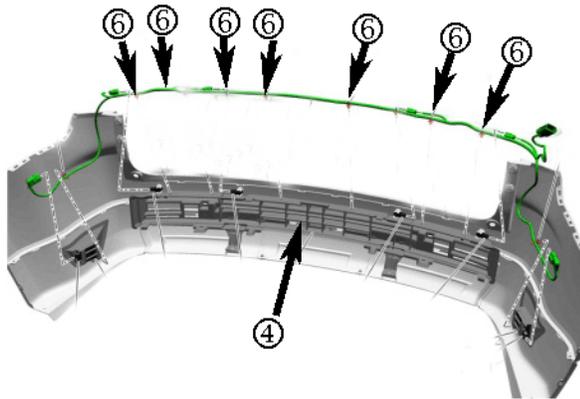


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2. Disengage the wiring harness from the rear (3) and side (1) object sensor modules.

Special Coverage Adjustment

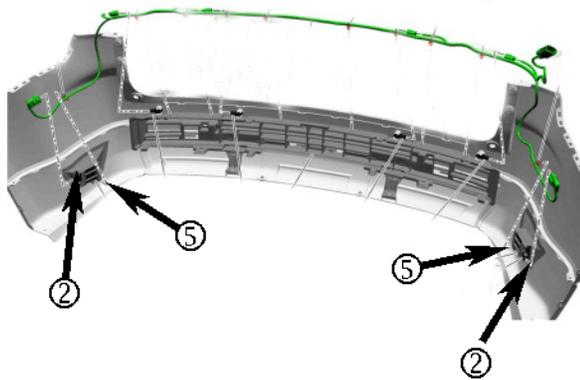
N172097060 Side Blind Zone Alert Module Water Intrusion



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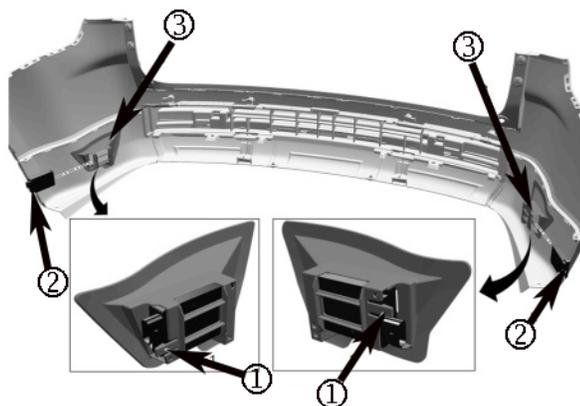
3. Disengage the harness clips (6) from the rear bumper energy absorber (4).

TIP: If the side object sensors are swollen due to internal corrosion, use warm water to soften the sensor mounting bracket allowing it to flex without damage.



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4. Disengage the harness clips (5) from the side object sensor brackets (2).

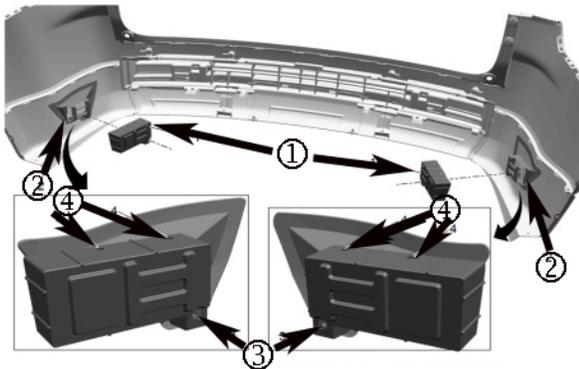


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5. Depress the retainer tabs (1) and remove the side object sensor modules (2) from the module brackets (3).
6. Using compressed air, clean any debris from the inside and outside of the module brackets (3).

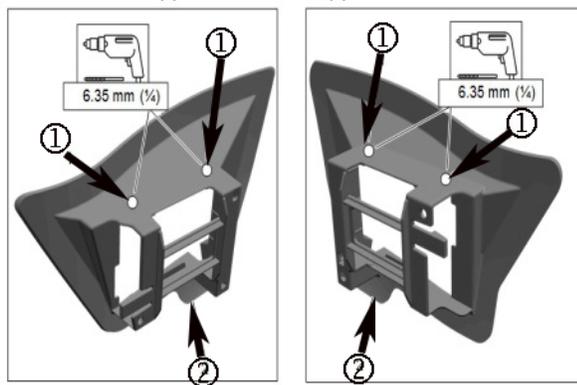
Special Coverage Adjustment

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7. Position the module cover (1) to the bracket (2) tightly making sure the module cover hole (3) lines up with the hole in the module bracket (2).
8. Using the cover as a template, mark the position of the holes (4) on module cover to the module bracket (2) using a bright colored paint pen.
9. Remove the module covers from the module brackets.

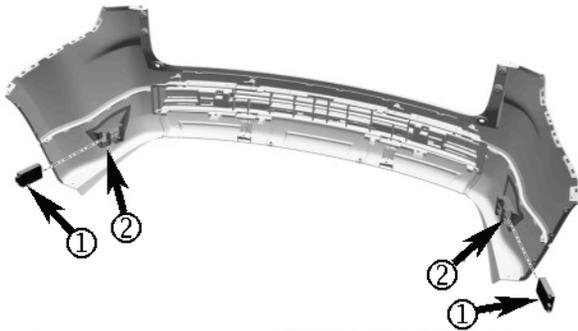


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10. Drill 6.35mm (1/4 in.) holes in the four marked locations (1).
11. Use compressed air, clean and debris from module bracket (2).

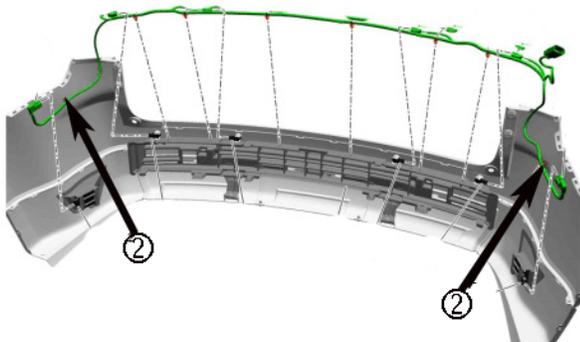
Special Coverage Adjustment

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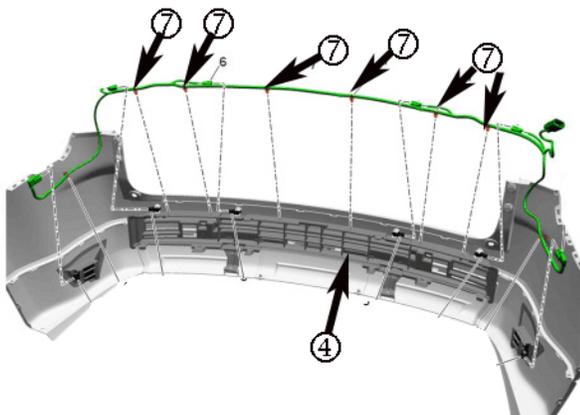
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12. Install the new side object sensor modules (1) into the mounting brackets (2). Ensure the tabs on the mounting brackets engage.



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13. Remove the side clips (2) from the new module wiring harness, use care to not damage the clips. Save the clips, they will be reused.

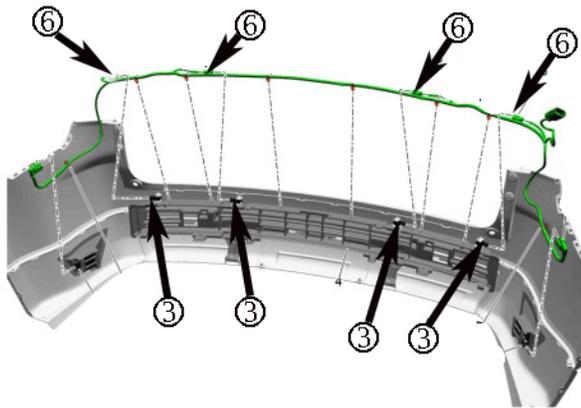


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14. Install the new module wiring harness to the rear bumper fascia energy absorber (4) engaging the six center clips (7).

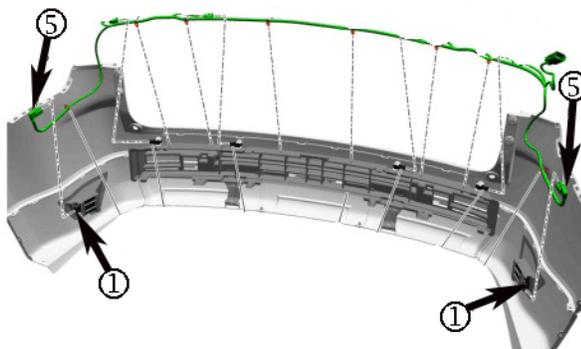
Special Coverage Adjustment

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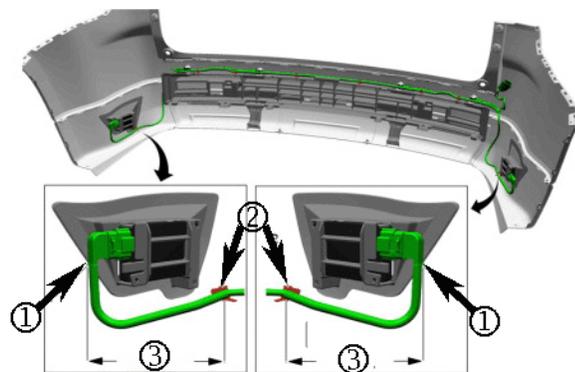
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15. Connect the electrical connectors (6) to the rear object sensors (3).



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16. Connect the electrical connectors (5) to the side object sensor modules (1).

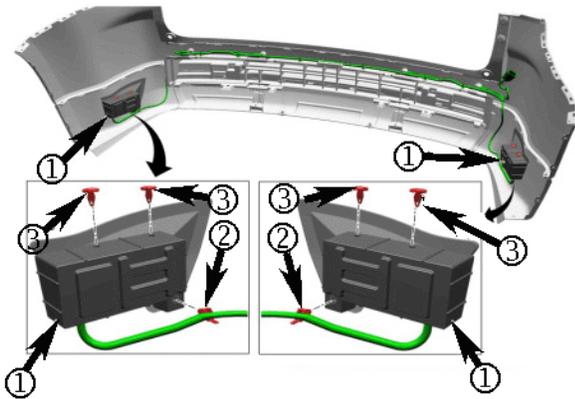


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17. Measure (3) 165mm (6.5 in.) from the side object module connector (1) and install the clip (2) using tie straps. Trim the excess tie strap material.

Special Coverage Adjustment

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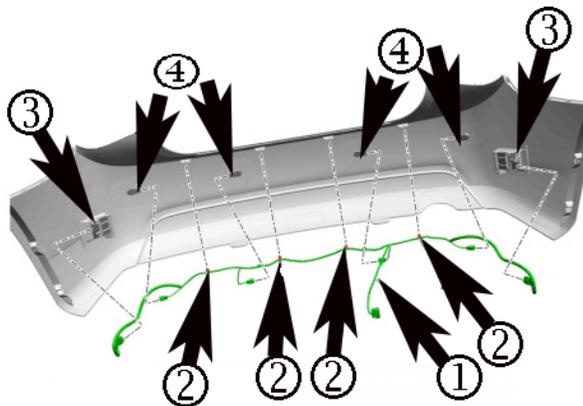
18. Install the side object sensor module cover (1) to the side object sensor module bracket using the supplied push pins (3).
19. Install the harness clip (2) to the hole in the plastic cover.
20. Reinstall the rear bumper fascia. Refer to *Rear Bumper Fascia Replacement* in SI.
21. Program the side object sensor modules. Refer to *Control Module References* in SI.

Service Procedure Cruze

Verify the function of the side blind zone monitor system. If the system is operating properly, no further action is required. Inform the customer that the vehicle does not require the repair described in this campaign. If the system is not functioning properly, perform the procedure listed below.

1. Remove the rear bumper fascia. Refer to *Rear Bumper Fascia Replacement* in SI. Place the fascia assembly on a clean soft work surface. Use care to not damage the finish on the fascia.

TIP: If the side object sensors are swollen due to internal corrosion, use warm water to soften the sensor mounting bracket allowing it to flex without damage.

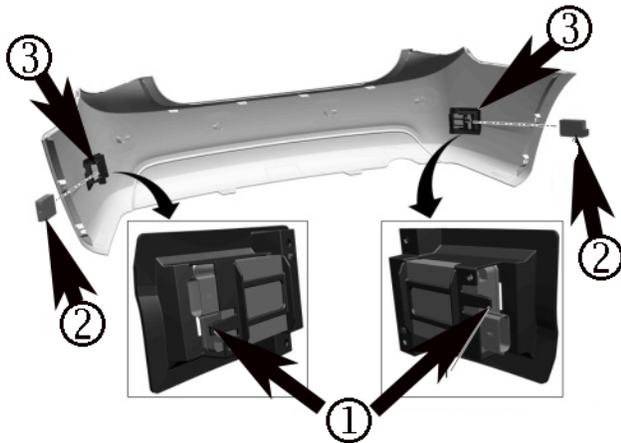


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2. Disconnect the electrical connectors from the rear object sensors (4) and the side object sensors (3).
3. Disengage the harness clips (2) and remove the object sensor harness (1) from the rear fascia.

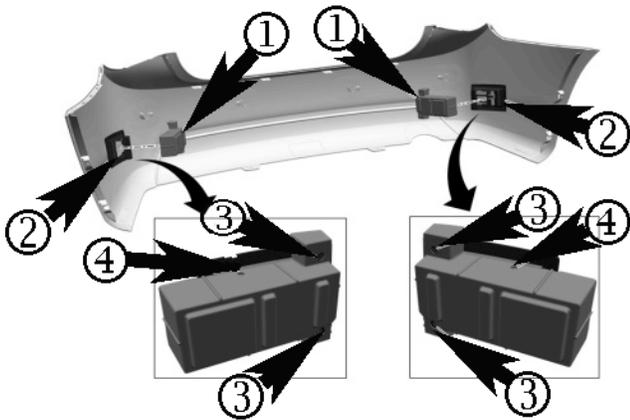
Special Coverage Adjustment

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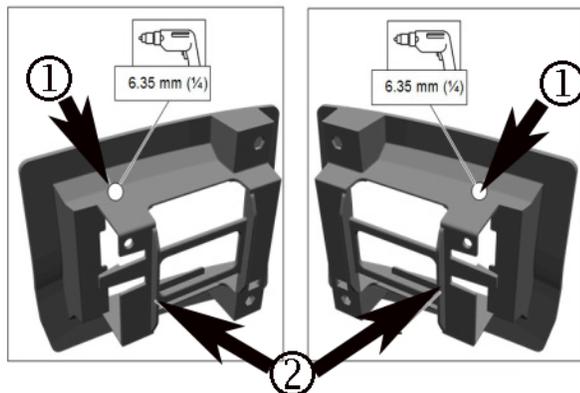
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4. Depress the retainer tab (1) and remove the side object sensor modules (2) from the brackets (3).
5. Using compressed air, clean any debris from the inside and outside surface of the mounting brackets (3).



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6. Position the module cover (1) to the bracket (2) tightly making sure the module cover holes (3) line up with the holes in the module bracket (2).
7. Using the module cover as a template, mark the position of the hole (4) on the module cover to the module bracket (2) using a bright colored paint pen.
8. Remove the module cover (1) from the module bracket (2).



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9. Drill a hole at the marked location (1) on the module bracket using a 6.35 mm (1/4in.) drill bit.

Special Coverage Adjustment

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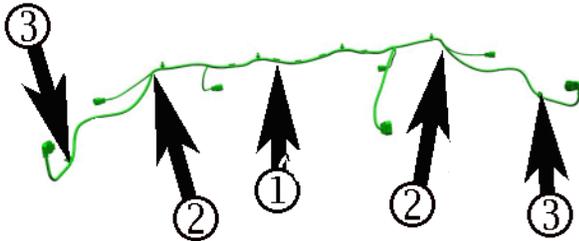


10. Clean any debris on the module bracket (2) using compressed air.



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11. Install the new side object sensor modules (1) to the mounting brackets (2). Ensure the retaining tabs on the module brackets are engaged.

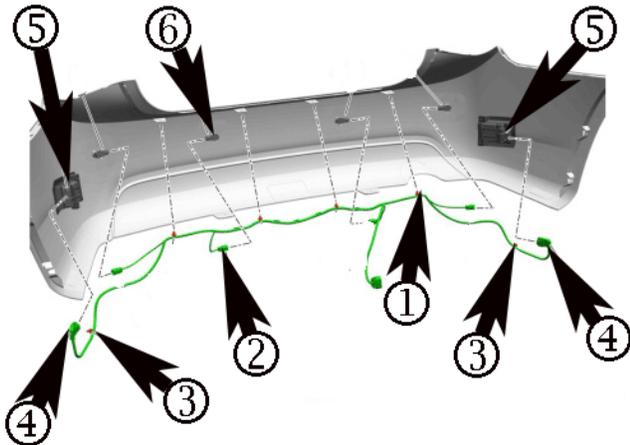


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12. On the two outer ends of the new module wiring harness (1), wrap anti-abrasion tape between location (2) and (3).
13. Remove the side clips (3) from the new module wire harness.

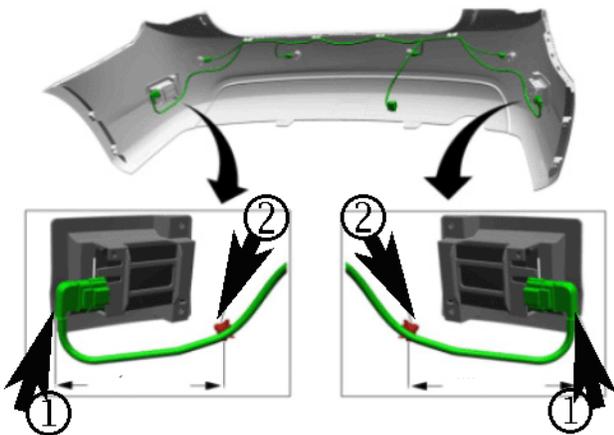
Special Coverage Adjustment

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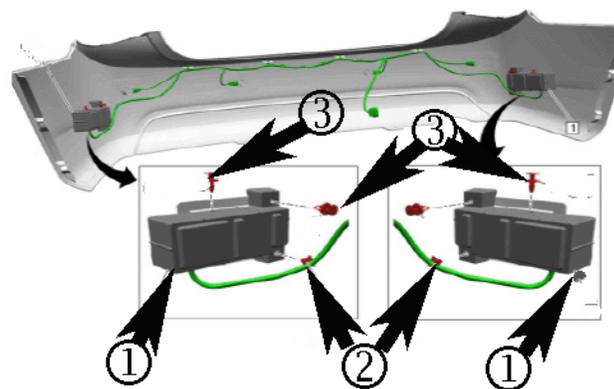
5247896

14. Install the new module wire harness to the rear fascia engaging the 4 center clips (1).
15. Connect the electrical connectors (2) to the rear object sensors (6).
16. Connect the electrical connectors (4) to the side object sensor modules (5).



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17. Measure 150mm (5.9 in.) from the side object module connector (1) and install the clip (2) to the harness. Trim off the excess tie strap.



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18. Install the side object sensor cover (1) to the side object sensor module bracket using the supplied push pins (3).
19. Install the harness clip (2) to the hole in the plastic cover.

Special Coverage Adjustment

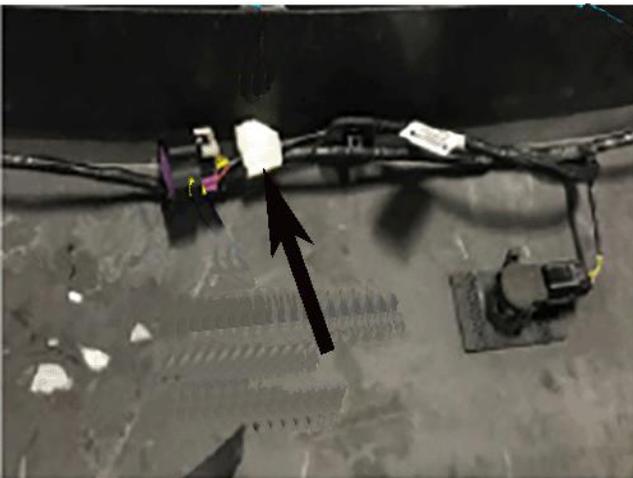
N172097060 Side Blind Zone Alert Module Water Intrusion



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20. Spot tape the harness to the fascia in these areas, this will hold the harness in position for the reinstallation of the fascia.
21. Install the rear fascia, refer to *Rear Bumper Fascia Replacement* in SI.
22. Program the side object sensor modules. Refer to *Control Module Reference* in SI.

Special Coverage Adjustment

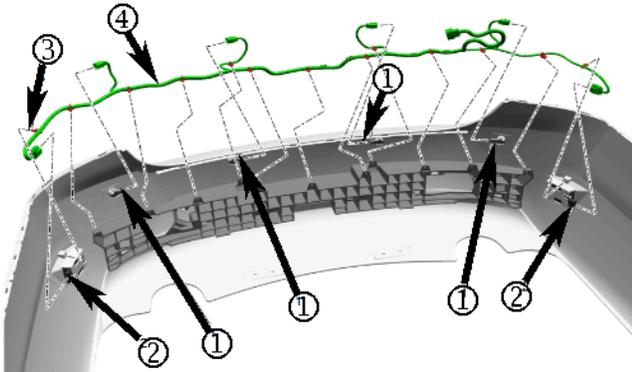
N172097060 Side Blind Zone Alert Module Water Intrusion



Service Procedure Impala

Verify the function of the side blind zone monitor system. If the system is operating properly, no further action is required. Inform the customer that the vehicle does not require the repair described in this campaign. If the system is not functioning properly, perform the procedure listed below.

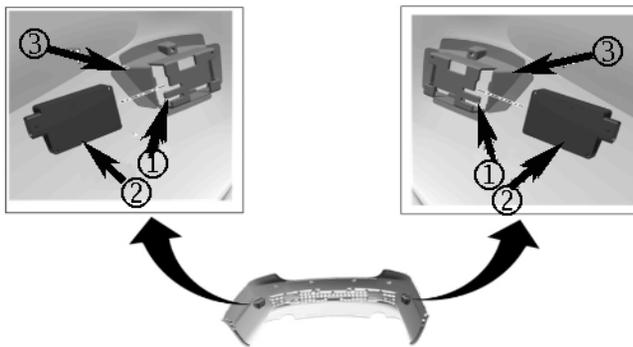
1. Remove the rear bumper fascia. Refer to *Rear Bumper Fascia Replacement* in SI. Place the fascia assembly on a clean soft work surface. Use care to not damage the finish on the fascia.



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2. Disconnect the electrical connectors from the rear object sensors (1) and the side object sensors (2).
3. Disconnect the harness clips (3) and remove the sensor harness (4) from the rear fascia absorber.

TIP: If the side object sensors are swollen due to internal corrosion, use warm water to soften the sensor mounting bracket allowing it to flex without damage.

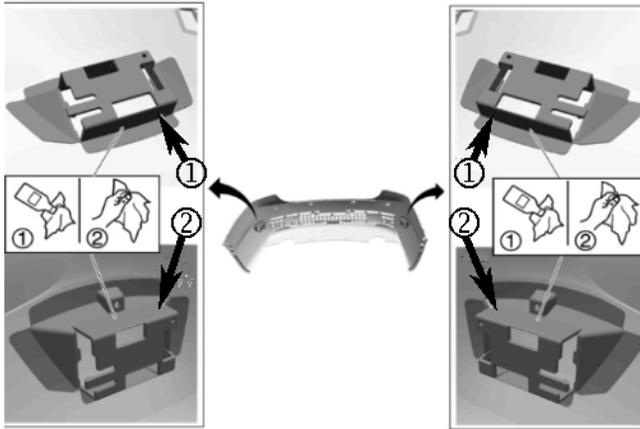


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4. Depress the retainer tabs (1) and remove the side object sensor modules (2) from the Module brackets (3).

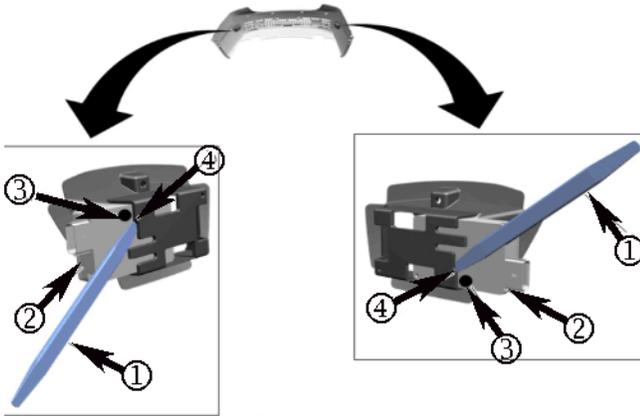
Special Coverage Adjustment

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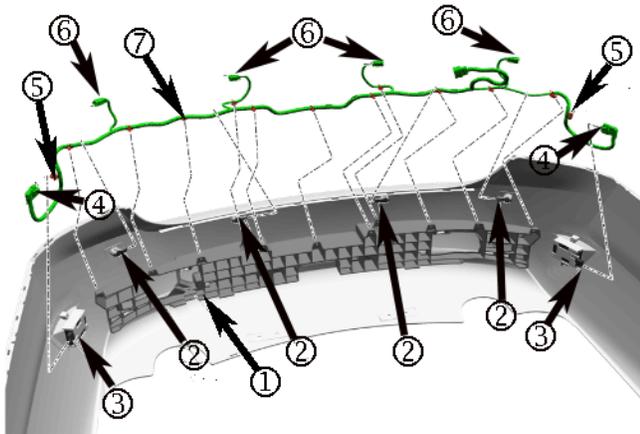
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5. Using an alcohol wipe or the equivalent, clean the top (2) and bottom (1) surface of the module bracket.



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6. Install the new side object sensor modules (2) to the module bracket. Use a flat bladed trim tool (1), inserted between the module (2) and bracket (4) making sure the Gore-Tex patch (3) is not damaged during installation.



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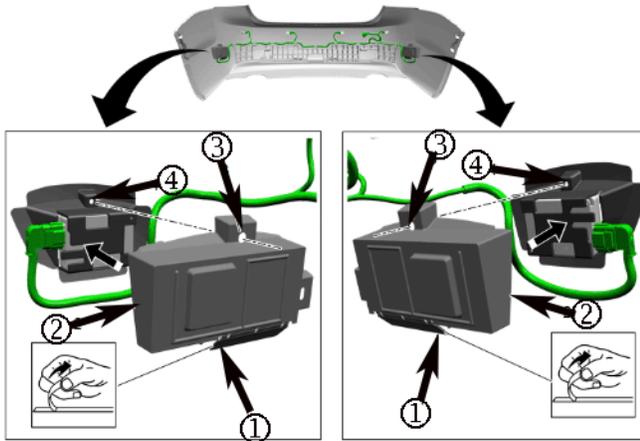
7. Install the new module wire harness to the rear fascia absorber (1) engaging the eleven center clips (7). Do not engage the side clips (5) at this time.
8. Connect the electrical connectors (6) to the rear object sensor (2).

Special Coverage Adjustment

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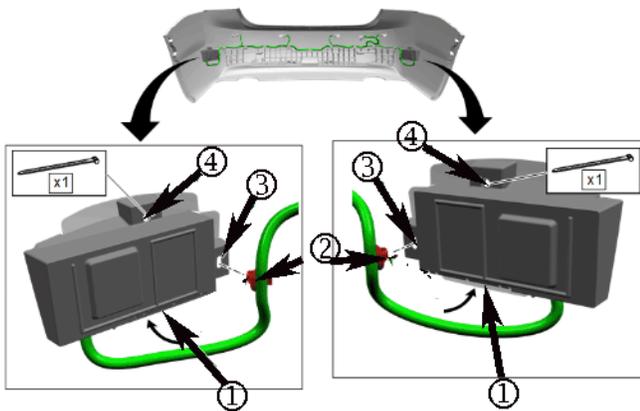
9. Connect the electrical connectors (4) to the side object sensor modules (3).



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10. Remove the protective liner from the attachment tape on the side object cover (1).

11. Install the side object sensor module cover (2) to the side object sensor module bracket making sure the holes (3) and (4) are centered.



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12. Apply pressure to the side object module cover hinge (1), making sure the attachment tape adheres to the bracket.

13. Install the strap through the cover hole (4) securing the cover to the bracket. Trim off the excess tie strap material.

14. Install the harness clip (2) to the hole (3) in the plastic cover.

15. Reinstall the rear bumper fascia. Refer to *Rear Bumper Fascia Replacement* in SI.

16. Program the side object sensor modules. Refer to *Control Module References* in SI.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

Special Coverage Adjustment

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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 prior to or by April 30, 2020. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Special Coverage Adjustment

N172097060 Side Blind Zone Alert Module Water Intrusion



April 2019

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

Dear General Motors Customer:

As the owner of a 2013-2016 model year Chevrolet Cruze or 2014-2015 Chevrolet Impala or 2013-2017 GMC Acadia your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2013-2016 model year Chevrolet Cruze, 2014-2015 Chevrolet Impala and 2013-2017 GMC Acadia vehicles, may have a condition where the side blind zone alert message is displayed on the driver instrument cluster (DIC) due to water intrusion. If this message is ignored, in certain circumstances this condition may also result in the loss of driver interface functions such as cluster, infotainment / displays, chime, and passenger presence detection.

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 2013-2016 model year Chevrolet Cruze, 2014-2015 Chevrolet Impala and 2013-2017 GMC Acadia within 6 years of the date your vehicle was originally placed in service or 80,000 miles (130,000 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 already 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 April 30, 2020, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please 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	1-800-889-2438
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.

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
N172097060