



Service Bulletin

Bulletin No.: 19-NA-160

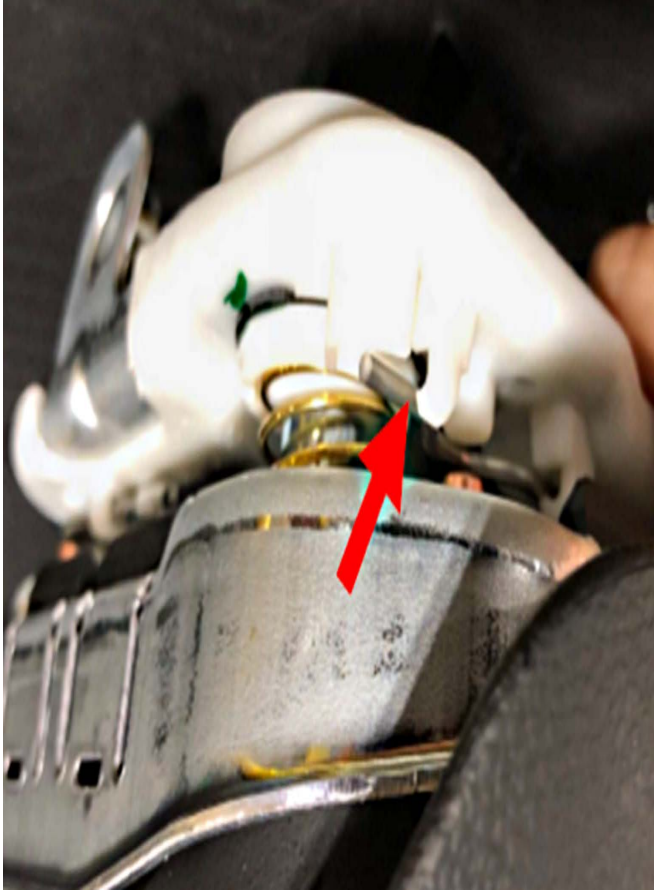
Date: January, 2020

TECHNICAL

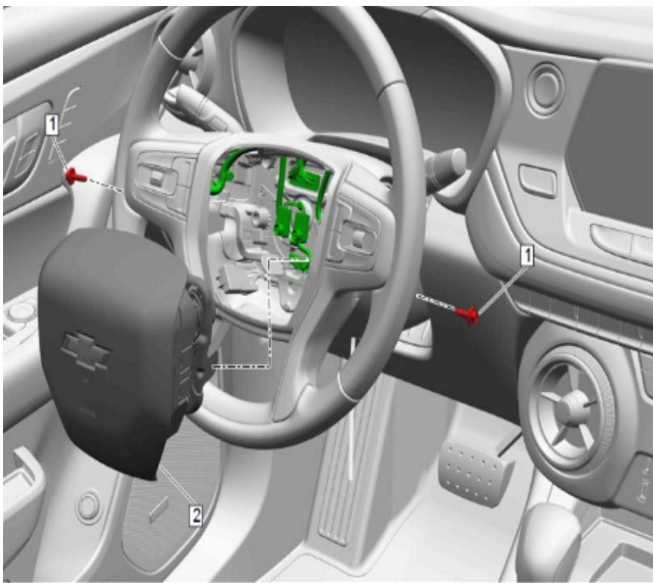
Subject: Intermittent or Continuous Horn Blowing, Horn Activation Sensitive to the Touch

Brand:	Model:	Model Year:		Breakpoints:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2019	2020	SOP	December 11, 2019	All	All
Chevrolet	Blazer	2019	2020	SOP	November 4, 2019		
	Silverado 1500 (New Model)	2019	2020	SOP	January 24, 2020		
GMC	Sierra 1500 (New Model)	2019	2020				

Involved Region or Country	North America, Middle East, Israel, South America, Thailand
Condition	Some customers may comment on continuous horn blowing or horn activation sensitive to the touch.

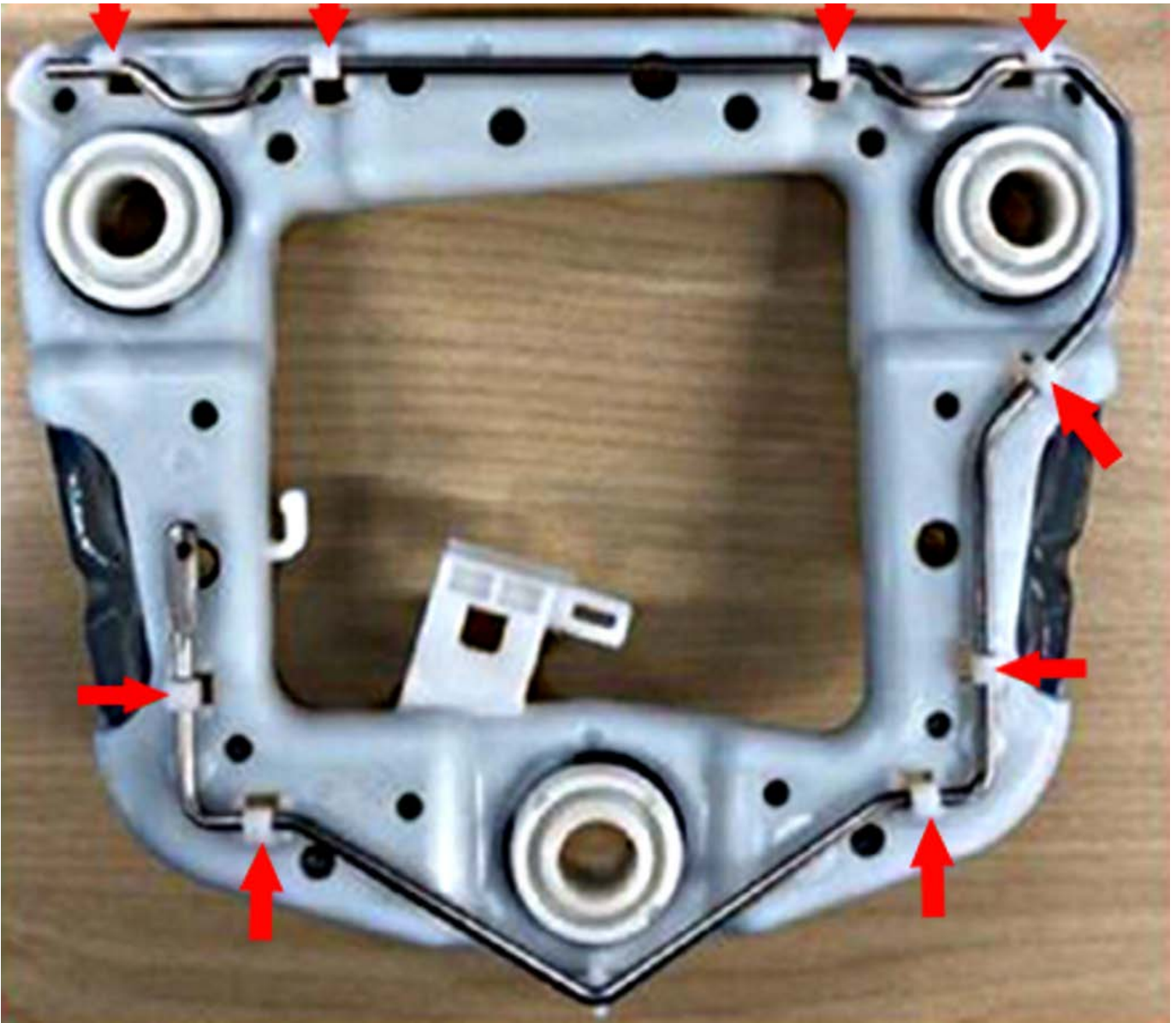
<p>Cause</p>	 <p style="text-align: right;">5368149</p> <p>The cause of the condition may be that the horn spring, located on the backside of the steering wheel airbag, is out of position.</p>
<p>Correction</p>	<p>Upon verifying the condition, remove the steering wheel airbag assembly and inspect for proper engagement of the horn spring to the airbag housing.</p>

Service Procedure



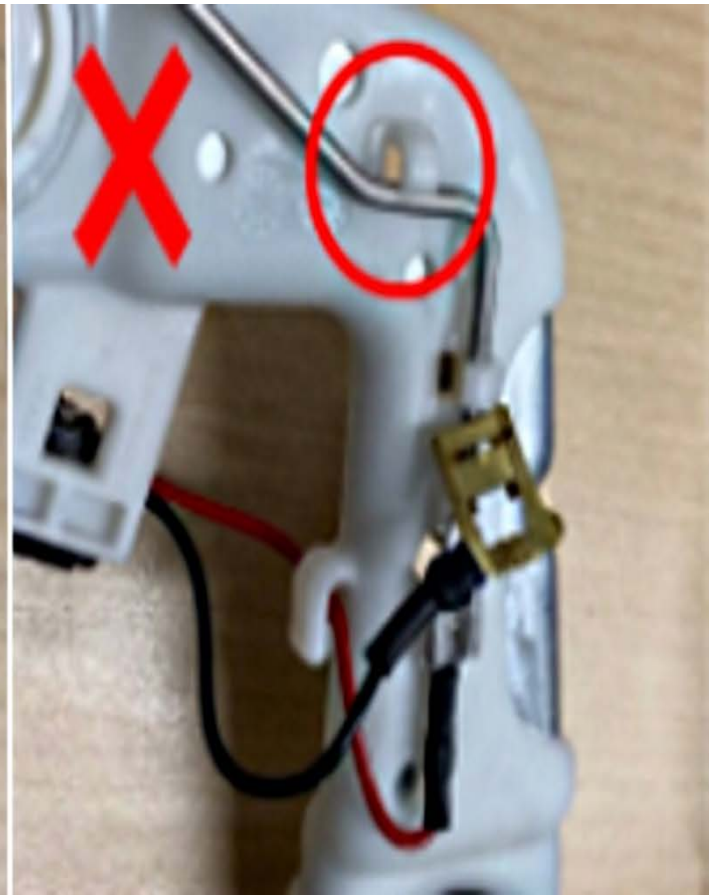
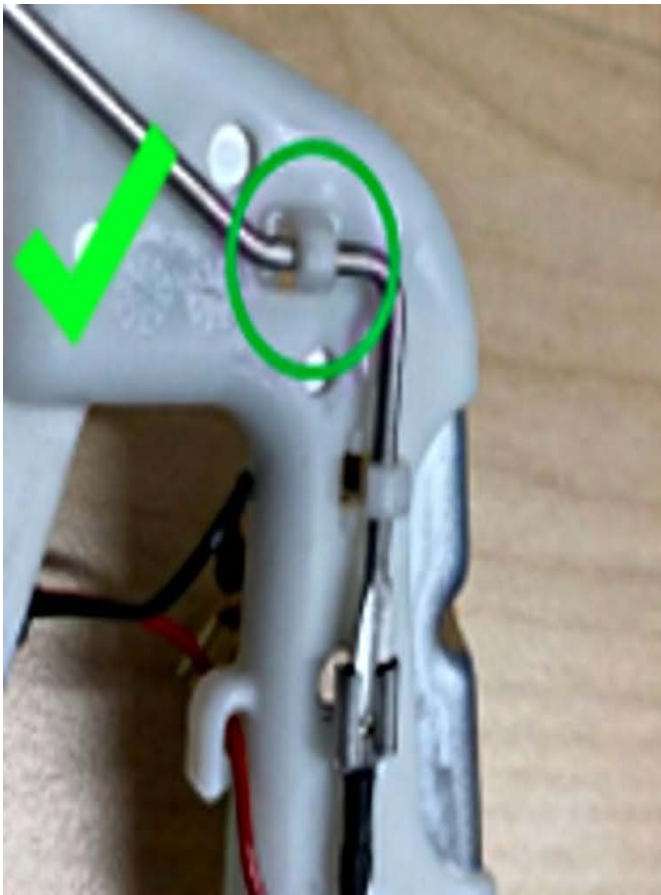
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1. Remove the steering wheel airbag (2). Refer to *Steering Wheel Airbag Replacement* in SI.



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2. Inspect the 9 retention hook locations on the backside of the airbag.



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3. Ensure that all 9 retention hooks are completely engaged, holding the horn spring in position.
4. Reinstall the steering wheel airbag. Refer to *Steering Wheel Airbag Replacement* in SI.
 - Verify proper activation of the horn. If horn function has been corrected, no further repairs are necessary.
 - If the condition is NOT corrected, ensure there is nothing on the steering wheel causing inadvertent activation of the horn. If the horn spring is still coming out of position, replace the steering wheel airbag assembly with a new service part.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
6485998*	Check horn springs behind Steering Wheel Airbag	0.5 hr
*This is a unique Labor Operation for Bulletin use only.		

Parts Information

No parts are normally required for this repair.

Version	2
Modified	Released July 12, 2019 Revised January 06, 2020– Added breakpoints to vehicle models and added 2020 Model year.

