



# Program Bulletin



## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Material over Sensing & Diagnostic Module Retaining Moisture

**MODELS:** 2007-2009 Chevrolet Silverado  
2007-2009 GMC Sierra

Currently or Previously Registered in Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin

This bulletin has been revised to include an inspection procedure and a new labor code. Vehicles with vinyl flooring and no cutout flap require no repair. All technicians are to review the new inspection procedure immediately. Please discard all copies of bulletin 09184, issued October 2009.

### CONDITION

**Certain** 2007-2009 model year Chevrolet Silverado and GMC Sierra vehicles currently or previously registered in Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin may have a condition where an electronic component located beneath the driver's seat may corrode due to a significant quantity of snow and/or water containing road salt or other contaminants entering the vehicle and saturating the acoustical padding beneath the carpet. The vehicle's electronic sensing and diagnostic module (SDM) is located underneath this acoustical padding. If sufficient moisture collects and is retained in the padding, it may cause excessive corrosion under the module; compromising the module seal and allowing water intrusion and system malfunction. This may result in illumination of the Airbag Readiness light, along with a "Service Airbag" message on the Driver Information Center, and in rare cases, deployment of the seat belt pretensioner and/or airbags.

### CORRECTION

Dealers are to remove the acoustical pad above the SDM.

VEHICLES INVOLVED

Involved are **certain** 2007-2009 model year Chevrolet Silverado and GMC Sierra vehicles currently or previously registered in Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin, and built within these VIN breakpoints:

Year	Division	Model	From	Through
2007	Chevrolet	Silverado	71500002	71734671
			7E500001	7E604245
			7F500002	7F567567
			7G500016	7G557689
			7Z500001	7Z653672
2008	Chevrolet	Silverado	81100005	81340478
			8E100001	8E218327
			8F100001	8F228336
			8G100044	8G315222
2009	Chevrolet	Silverado	8Z100001	8Z333466
			91100005	91141878
			9E100001	9E159067
			9F100005	9F178564
			9G100026	9G266868
2007	GMC	Sierra	9Z100001	9Z280992
			71500001	71734578
			7E500003	7E604243
			7F500004	7F567377
			7G500017	7G557568
2008	GMC	Sierra	7Z500002	7Z653614
			81100007	81340465
			8E100002	8E218285
			8F100002	8F228333
			8G100047	8G315264
2009	GMC	Sierra	8Z100003	8Z901791
			91100004	91140535
			9E100003	9E159061
			9F100002	9F178559
			9G100029	9G266866
			9Z100010	9Z279538

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using GMVIS (dealers using WINS) or the Investigate Vehicle History screen (dealers using GWM). Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other

than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

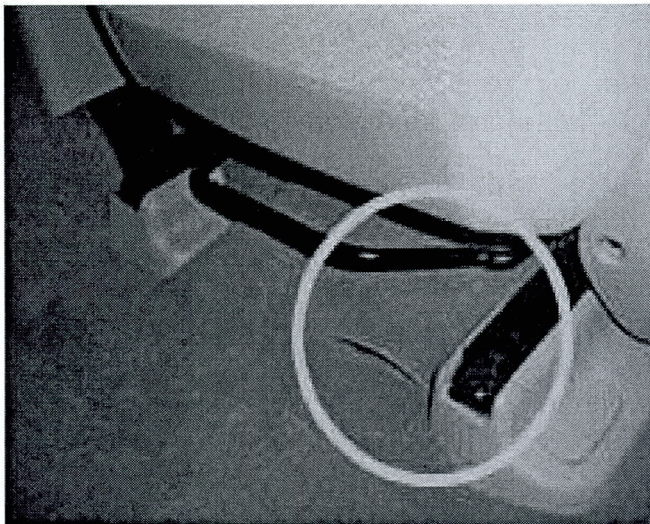
### PARTS INFORMATION

No parts are required for this program.

### SERVICE PROCEDURE

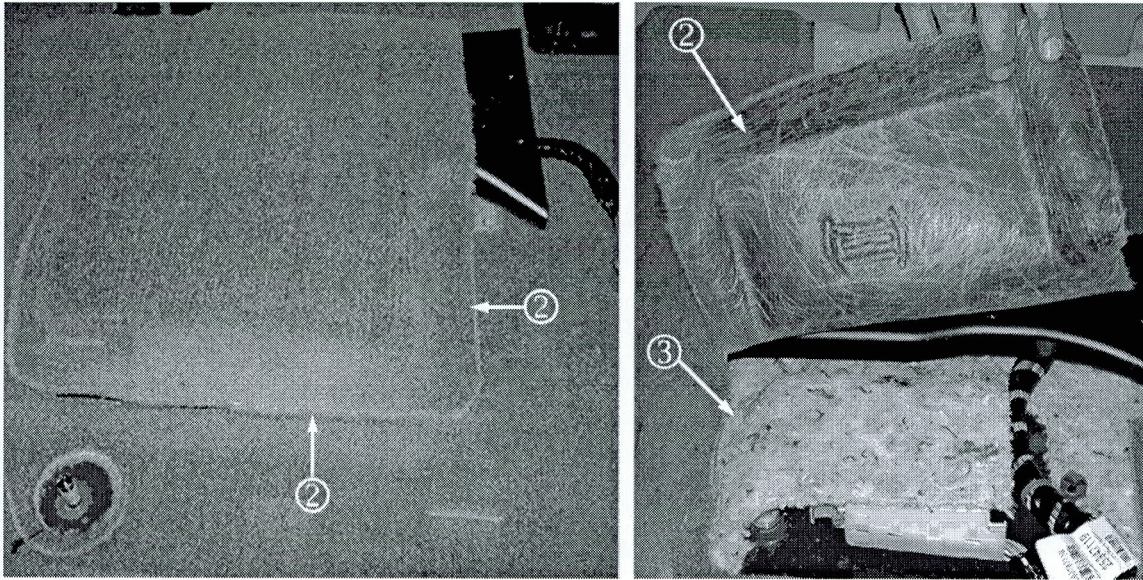
1. If the vehicle is equipped with vinyl flooring and no cutout flap under the driver's seat, no further action is required. For all other vehicles, proceed to Step 2.

**Note:** Driver seat removal is NOT required for crew cab or extended cab vehicles. Certain 2009 regular cab vehicles built after approximately March 1, 2009 with carpet that has a 2-sided cutout over the SDM, however, will require driver seat removal. Refer to *Front Seat Replacement-Bucket* in SI. After the seat removal, proceed to Step 2 in the bulletin. Regular cab vehicles with carpet that has a 3-sided cut over the SDM do NOT require seat removal.



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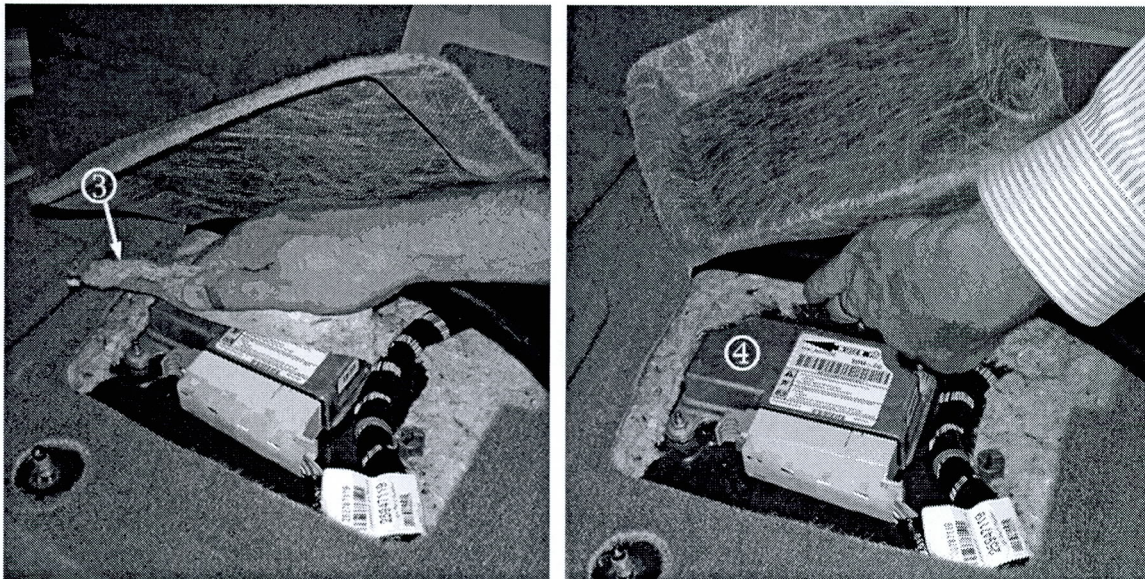
2. Move the driver's seat to the full forward or rearward position.



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Carpet and cutout flap (2) shown with the driver's seat removed from the vehicle for illustration purposes only. Seat removal is NOT required to gain access to the acoustical pad (3).

3. Lift the cutout flap (2) in the carpet or vinyl to gain access to the acoustical pad (3) that covers the SDM.



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Seat removed for illustration purposes only.

4. Using your hand, tear away and remove the acoustical pad (3) that covers the SDM (4). Ensure that no acoustical pad remains over, or in contact with, the SDM (4).
5. Lower the carpet or vinyl cutout flap over SDM (4) and adjust the driver's seat to the customer-desired position.

## 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.

## CLAIM INFORMATION

1. Submit a claim using the table below.
2. Courtesy Transportation - For dealers using WINS, submit using normal labor code; for dealers using GWM – submit as Net Item under the repair labor code.

Labor Code	Description	Labor Time
V2133	Remove Acoustical Pad from the SDM Area	0.2
	Add: Seat Removal (Regular Cab with 2-Sided Cutout Only) (Vehicles built after approximately March 1, 2009)	0.3
V2156	Inspect – No Further Action Required – Vinyl Flooring with No Cutout Flap	0.2

## CUSTOMER NOTIFICATION

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

## DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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/retailer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary  
Technician  
Certification**

October 2009

Dear General Motors Customer:

We have learned that your 2007, 2008, or 2009 model year Chevrolet Silverado or GMC Sierra, currently or previously registered in Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin may have a condition where an electronic component located beneath the driver's seat may corrode due to a significant quantity of snow and/or water containing road salt or other contaminants entering the vehicle and saturating the acoustical padding beneath the carpet. Your vehicle's electronic sensing and diagnostic module (SDM) is located underneath this acoustical padding. If sufficient moisture collects and is retained in the padding, it may cause excessive corrosion under the module; compromising the module seal and allowing water intrusion and system malfunction. This may result in illumination of the Airbag Readiness light, along with a "Service Airbag" message on the Driver Information Center, and in rare cases, deployment of the seat belt pretensioner and/or airbags.

Your satisfaction with your 2007, 2008, or 2009 model year Chevrolet Silverado or GMC Sierra is very important to us, so we are announcing a program to prevent this condition.

**What We Will Do:** Your GM dealer will remove the acoustical padding above the SDM. This service will be performed for you at **no charge**.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

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	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Scott Lawson  
 Director,  
 Customer and Relationship Services